

**2014**

# **Policies and Procedures Manual**



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## **I. Governing Policies and Procedures**

### **Mission Statement**

The mission of the Serve Illinois Commission is to improve communities by enhancing volunteerism and instilling an ethic of service throughout the state.

#### Background

A mission statement defines what an organization is, why it exists and its reason for being. The Serve Illinois' mission statement is consistent with the broad goals of national service yet specific enough for the goals the Commission wants to have for Illinois. The mission statement is revised as necessary to meet the changing needs and direction of the Serve Illinois Commission and its partners in Illinois.

#### Action Steps

The Commission delivers visibility and awareness of the mission statement through a variety of proven ways. In addition to the mission statement being a part of the Commission's By-Laws and part of the Strategic and State Plan, the mission statement is on the Serve Illinois Website, in the quarterly newsletter, is part of presentations given by Commission Staff and Commissioners (like the Listening Sessions), and is part of the presentation during the annual RFP Bidders Conferences.

Any revision to the mission statement involves input from the stakeholders: Commission Staff, Commissioners, Programs, volunteer groups and others.

### **By-Laws**

#### Background

The By-Laws establish the specific rules of guidance by which the Commission is to function. The By-Laws for the Serve Illinois Commission initially came from the Illinois Commission on Volunteerism and Community Service Act of 1998. They have been revised and amended as needed to meet the changing and growing needs of the Commission. They provide a critical resource to the Commission as a way for the Commission to regulate itself and to have consistency in the way its business is conducted.

#### Action Steps

Commissioners are provided electronic access to the latest version of the By-Laws through the Commission website.

On an as needed basis the By-Laws of the Commission will be reviewed by the Executive Committee or a designated committee that will make recommendations for revisions to the full Commission.

New amendments and/or revisions to existing amendments can be made by either Commission staff or Commissioners.

These changes must be made in writing and provided to the Executive Committee of the Commission for review.

Guidelines for making suggested By-Laws amendments, review of By-Laws and amendments and the approval of revised or new amendments are provided in Article IX Section B and C of the By-Laws.

## **ILLINOIS COMMISSION ON VOLUNTEERISM AND COMMUNITY SERVICE BY-LAWS**

### **Article I**

#### **Name**

Section A      The name of this organization is the Illinois Commission on Volunteerism and Community Service, hereinafter referred to as the Commission.

### **Article II**

#### **Mission and Purpose**

Section A      The mission of the Commission is to improve Illinois communities by enhancing volunteerism and instilling an ethic of service throughout the State.

Section B      The purpose of the Illinois Commission is to promote and support volunteerism and community service in public and private programs to address the needs of Illinois residents; to stimulate new volunteerism and community service initiatives and partnerships; and to serve as a resource and advocate for community service agencies, volunteers, and programs that involve volunteers.

Section C      This bi-partisan Commission acts as the State Commission required by the National and Community Service Trust Fund Act of 1993 and as required by

Illinois statute (20 ILCS 710) and operates under the auspices of the Department of Human Services (DHS).

### Article III Operation

Section A      The Governor shall appoint an Executive Director of the Illinois Commission on Volunteerism and Community Service. The Executive Director shall, with the concurrence of the Secretary of DHS, employ such staff as is necessary to carry out the operations of the Commission. The Commission, working in cooperation with State agencies, individuals, local groups, elected and appointed government officials, educational institutions, and public and private nonprofit organizations throughout the State, shall undertake programs and initiatives to promote the concept of volunteerism and community service throughout Illinois. The Executive Director shall be responsible for administering the activities of the Commission.

### Article IV Membership

Section A      Voting Members

1. Members shall be appointed by the Governor for a specified period of time as noted in Section D, Terms of Service.
2. The Commission shall consist of up to 25 voting members and 15 nonvoting ex-officio members. At least 25% of the members shall be from the city of Chicago.
3. Not more than 50% of the Commission appointed by the Governor may be from the same political party.
4. Voting members shall include the following:
  - a. Individual with expertise in the educational, training and developmental needs of youth, particularly disadvantaged youth;
  - b. Individual with experience in promoting the involvement of older adults in service and volunteerism;
  - c. Representatives of community based organizations within the state;
  - d. The State Superintendent of Education;
  - e. Representatives of local governments in the State;
  - f. Representative(s) of local labor organizations in the State;
  - g. The Chairman of the City Colleges of a municipality with a population of more than 2 million;
  - h. The human services department of a municipality with a population of more than 2 million;
  - i. The Superintendent of Police of a municipality with a population of more than 2 million;

- j. The President of a County Board of a county with a population of more than 2 million;
- k. The Public Health Commissioner of a municipality with a population of more than 2 million;
- l. Representatives of a national service program;
- m. A youth between 16 and 25 years old who is a participant or supervisor in a community service program;
- n. Representatives of the business community.

#### Section B Ex-Officio Members

- 1. Members shall be appointed by the Governor for a specified period of time as noted in Section D, Terms of Service.
- 2. Ex-Officio members may serve on committees.
- 3. The State Corporation Representative shall serve as an ex-officio member of the Commission.

#### Section C Duties and Responsibilities

The following are the major duties and responsibilities of the Commission:

- 1. Prepare a multi-year plan for national and community service, developed through an open, public process and updated annually;
- 2. Prepare the financial assistance applications of the State under the National and Community Service Trust Fund Act of 1993;
- 3. Assist in the preparation of the application by the State Board of Education for assistance under that Act;
- 4. Prepare the State's application under that Act for the approval of national service positions;
- 5. Assist in the provision of health care and child care benefits under that Act;
- 6. Develop a State recruitment, placement, and information dissemination system for participants in programs that receive assistance under the national service laws;
- 7. Administer the State's grant program including selection, oversight, and evaluation of grant recipients;
- 8. Make technical assistance available to enable applicants to plan and implement service programs and to apply for assistance under the national service laws;
- 9. Develop projects, training methods, curriculum materials, and other activities related to service;
- 10. Coordinate its functions with any division of the federal Corporation for National and Community Service outlined in the National and Community Service Trust Fund Act of 1993;
- 11. Publicize Commission services and promote community involvement in the activities of the Commission;
- 12. Promote increased visibility and support for volunteers of all ages, especially youth and senior citizens, and community service in meeting the needs of Illinois citizens;

13. Receive and distribute gifts, grants, and other funds through a non-profit organization specifically created to solely support the work of the Commission; and
14. Represent the Department of Human Services on the issues of volunteerism and community service on such occasions and in such manner as appropriate to the mission of the Commission.

#### Section D Terms of Service

1. Members will serve terms of three years each. Members of the Commission may not serve more than three full consecutive three-year terms, except for those specifically mandated by the enabling state legislation. Statutory appointees shall continue to serve as long as they hold public office.
2. In the case where appointments are made for terms of less than three years, those appointments shall not count toward the three, three-year maximum service limit.
3. Commissioners whose terms have expired shall serve until the position is filled by appointment or re-appointment, regardless of term limits.
4. A Commission member may resign at any time by giving written notice to the Executive Director of the Commission or to the Chair of the Commission.
5. Attendance at Commission meetings is a critical factor affecting the ability of the Commission to do its work. Commissioners who cannot attend a meeting shall notify the Commission's Chair or Executive Director in advance; failure to notify the Chair or Executive Director shall be considered an unexcused absence. Two consecutive unexcused absences shall constitute a resignation.

#### Section E Vacancy

A vacancy on the Commission shall be filled for the remainder of the unexpired term in the same way that initial appointments are made by the Governor. An appointee will serve for the remainder of the term vacated.

#### Section F Conflicts of Interest

If a Commissioner has a conflict of interest with any proposal submitted or any program being reviewed e.g. he/she or spouse is employed by the organization; he/she or spouse serves as an officer, director, trustee, or volunteer for the organization or in any way profits materially from the activities of that organization, that Commissioner must declare the conflict; the minutes must so reflect; and the Commissioner must physically and verbally withdraw from any Commission deliberations or informal advocacy at any time that organization is being discussed by the Commission. All Commissioners shall annually sign and follow a conflict of interest policy.

### Article V Meetings/Quorum



- Section A      There shall be at least four regular meetings of the Commission per year. Meeting times, dates and locations shall be determined by the Commission in consultation with the Executive Director and in accordance with the Open Meetings Act. A minimum of two weeks advance notice is required for scheduling meetings. At least one regular meeting each year shall be held in western, northwestern, central, or southern Illinois (outside the metropolitan Chicago area).
- Section B      A quorum is required to conduct business of the Commission. A quorum shall be established when one-half of the voting members are present. If a quorum is not present at a regularly scheduled or special meeting and an emergency requires action be taken, the action must be ratified at the next regular business meeting at which there is a quorum or by subsequent signed mail ballot. Members attending the meeting via telephone or other technology which allows them to both hear and participate in discussions shall be considered present for the purposes of quorum.
- Section C      A voting member may select one designee to serve when necessary in his/her place. A letter must be submitted to the Chair of the Commission from the Commissioner nominating the designee and indicating his/her credentials for service and relationship to the constituency the Commissioner represents. Designees shall enjoy the full privileges of Commission membership but may not be an officer of the Commission.
- Section D      All meetings, applicable by law, shall be open to the public.
- Section E      Special meetings may be called between regularly scheduled meetings by the Chair, the Executive Director of the Commission or at the written request of five members. Notice of the meeting must be sent to all members of the Commission at least two weeks in advance of the meeting.
- Section F      In the absence of both the Chair and Vice Chair at either a regularly scheduled or special meeting, the Commission shall elect a Chair Pro-Tem from the Executive Committee members present. In the absence of all Executive Committee members, a Chair Pro-Tem shall be elected from the members present.

## Article VI

### Officers

- Section A      The Commission will have two officers: a Chair and a Vice Chair.

- Section B      Officers shall be elected by the Commission and serve for a term of two years. No person shall serve in the same office for more than three consecutive terms.
- Section C      Officers of the Commission shall not be selected from members whose organizations are funded by or receive direct benefits from the Commission's resources. This section is meant to eliminate any possibility of conflict of interest or any appearance of impropriety.
- Section D      Nominations for each officer and elections shall take place the first meeting of the year when previous officer terms are up. The Candidate with the majority of votes cast by those present and voting shall be declared the duly elected officer of the Commission. In the event no one receives a majority, the two candidates with the most votes shall run against each other until one receives a majority of votes.
- Section E      The Chair shall be responsible for facilitating meetings of the Commission and the Executive Committee, assisting the Executive Director in planning the agenda for Commission meetings, and representing the Commission and the Department of Human Services as needed.
- Section F      The Vice Chair shall assume the duties of the Chair in the event of the Chair's absence or resignation. When the Vice Chair permanently assumes the responsibilities of the Chair, an election will be held to identify a new Vice Chair who shall serve until the next election.
- Section G      An officer may resign at any time by giving written notice to the Executive Director.

## Article VII Committees

- Section A      There shall be standing committees of the Commission. Additional committees may be established by a majority vote of the Commission. Committee meetings shall be held during a scheduled period of time at the Commission's regular business meeting, or otherwise as appropriate or necessary. Commission members and ex-officio members shall be asked to signify which committees they are interested in at the last meeting of each calendar year. Committee chairs shall be appointed by the Chair and must be voting members of the Commission, except for the Executive Committee as noted below.

Section B      The Chair may, from time to time, appoint one or more additional persons as members of committees. Members of committees who are not appointed Commissioners shall be entitled to all of the rights and privileges of regular committee members, but may not chair a committee.

Section C      Each committee shall coordinate its work with other committees of the Commission.

Section D      Executive Committee

An Executive Committee shall be composed of the officers of the Commission, the immediate past chair (for the first year after his/her term has expired), and the Chairs of the Commission's other Committees. The past chair shall serve in an advisory, non-voting capacity if no longer a member of the Commission.

1. The Executive Committee shall have general supervision of the affairs of the Commission between its business meetings, make recommendations to the Commission, serve as liaisons among the committees and perform other duties as specified in these By-laws. The Executive Committee shall be empowered to establish ad-hoc committees to carry out the work of the Commission, and shall report such appointments at the next regular meeting of the Commission.
2. The Executive Committee shall be empowered to act on behalf of the Commission and shall take no action or render any decision that is in conflict with action taken by the Commission.

Section E      Community Outreach and Public Relations

The mission of the Community Outreach and Public Relations Committee shall be to educate communities about available Commission resources and encourage them to increase volunteerism in their communities. The committee is responsible for ensuring that Commission resources are being distributed appropriately to communities in need, that outreach events to communities are conducted and assisting staff in program development. Activities include meeting with community representatives and linking them with the most appropriate national service contact. The committee shall develop a statewide marketing strategy to increase the visibility of volunteerism and national service programs in Illinois. The committee will work with staff to develop marketing materials, ensure the newsletter is published quarterly, and issue press releases as appropriate. The committee is responsible for assisting in the development of a plan to recruit national service participants and promoting national service days.

## Section F      Resource Development

The mission of the Resource Development committee shall be to secure corporate and other non-public funding to support volunteerism, national service programs, and other activities which support the mission of the Commission. The Committee will serve as a liaison between the Commission and the Serve Illinois Foundation. Activities shall include partnering with businesses or foundations to provide support to national service programs, overseeing the development and operation of a non-profit organization that solely supports the work of the Commission, and establishing linkages with potential funders. The committee shall seek in-kind resources, such as printing or professional services, to support the work of other committees and staff. The committee is also responsible for working with the Illinois Department of Human Services and state legislators to maintain adequate general revenue funding for the Commission and its activities.

## Section G      Volunteer Recognition

The mission of the Volunteer Recognition Committee shall be to support and host recognition events throughout the state. The goal of these events shall be to promote the work of individual volunteers and organizations while also promoting an ethic of service throughout the year. Events shall include, but are not limited to, the Governor's Volunteer Service Awards and National Service Recognition Day, and national days of service.

## Section H      Strategic Planning Committee

The mission of the Strategic Planning Committee shall be to develop and maintain the Commission's Strategic Plan, and work with staff to devise a Request for Proposal (RFP) that ensures the vitality of the Commission's national service portfolio. The committee will help to market the RFP throughout the state. Once proposals are submitted, the committee will assist in the review process. Every three years, the Committee will revise and present to the Commission for review the Strategic Plan. The Committee is responsible for assessing the Commission's performance in relation to the goals set forth in the strategy. Annually, the committee will review the Commission's RFP process to ensure that it is designed and conducted in a manner that allows a diverse group of programs the opportunity to apply for national service support.

## Article VIII

## Parliamentary Authority

Section A     The rules contained in the current edition of *Roberts Rules of Order Newly Revised* shall govern the Commission in all cases to which they are applicable and in which they are not inconsistent with these By-Laws and any special rules of order the Commission may adopt.

## Article IX

### Amendment of By-Laws

Section A     The Executive Committee shall review the By-Laws as needed and make recommendations for appropriate changes to the full Commission.

Section B     Suggested By-Law amendments must be submitted in writing to the Executive Committee two months in advance of the next regular meeting. The Executive Committee shall review proposed amendments and send the proposals in writing to the full Commission one month prior to the next regular meeting. Each proposed amendment shall be presented to the full Commission at the next regular Commission meeting for a vote.

Section C     To be adopted, amendments to the By-Laws must receive a two thirds affirmative vote of those Commission members in attendance.

## Guiding Statutes and Enabling Legislation

### Background

Serve Illinois operates under the Illinois Commission on Volunteerism and Community Service Act (P.A. 91-798). The enabling legislation of the Serve Illinois Commission (PA91-798, 20 ILCS 710) charges the Commission to promote and support community service in public and private programs to meet the needs of Illinois citizens, to stimulate new volunteerism and community service initiatives and partnerships, and to serve as a resource and advocate within the Department of Human Services for community service agencies, volunteers, and programs which utilize state and private volunteers.

Serve Illinois also operates under several federal statutes including:

- The Domestic Volunteer Service Act of 1973
- The National and Community Service Act of 1990
- The Edward M. Kennedy Serve America Act of 2009

### Action Plan

As a good steward of both state and federal funds, the Commission strictly adheres to the guiding statutes and enabling legislation set forth as the basis for its being.

Any new initiative and/or direction must fall within the legislatively defined parameters for the Commission.

## **Commission Strategic Plan**

### Background

The Serve Illinois Commission is dedicated to expanding volunteerism and community service as a means to help address many of the needs of Illinois as a whole. The Commission is dedicated to staying proactive in improving not only the infrastructure for voluntary service throughout the state but also collaborating with others because we realize the greatest problems in the State cannot be tackled in isolation. It will require the collective imagination, initiative and impact of all sectors and all communities. Service must be recognized as a strategy in Illinois, and the Commission can contribute to that recognition. Service can be a part of a plan that once put into action, can have much more collective impact than just the simple act of volunteering. It is in this spirit that the Serve Illinois Commission develops its three year strategic plan.

### Action Steps

In accordance with the Serve Illinois By-Laws Article 7, Committees Section H, the mission of the Strategic Planning Committee is to develop and maintain the Commission's Strategic Plan.

Every three years, the Committee will revise and present the strategic plan to the Commission for review.

The Committee is responsible for assessing the Commission's performance in relation to the goals set forth in the strategy.

The Strategic Planning Committee encourages debate and recommendations toward this blueprint and road map forward in order to enhance the impact of the Commission, and more importantly, the impact of volunteerism in Illinois.

## ***Serve Illinois***

### ***Commission on Volunteerism and Community Service***

#### **Strategic Plan: 2013-2016**

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## **I. EXECUTIVE SUMMARY**

Serve Illinois is dedicated to expanding volunteerism and community service as a means to address the needs of Illinois. We will strive to improve the infrastructure for voluntary service throughout the state so that everyone can serve. The greatest problems in the State cannot be

tackled in isolation. It will require the collective impact of all sectors and all communities. Service must be recognized as a strategy in Illinois, and the Commission will contribute to that recognition.

The following five Strategic Goals will serve as the foundation of the Strategic Plan, and are fundamental to supporting the mission and vision for the Commission over these three years:

1. The Commission will strengthen existing partnerships, while seeking valuable new ones, in order to close gaps of volunteerism across all communities.
2. The Commission will engage in active outreach to gather input, build awareness, and carry out initiatives to elevate volunteerism in Illinois.
3. The Commission will embrace diversity and inclusion, encouraging individuals of all abilities to join the volunteer sector.
4. The Commission will explore and implement effective volunteer management systems to enhance community resilience.
5. The Commission will focus on its own sustainability, and on maximizing the value it adds to partners and sub-grantees.

The Strategic Planning Committee encourages debate and recommendations toward this blueprint in order to enhance the impact of the Commission, and more importantly, the impact of volunteerism in Illinois.

## II. MISSION AND VISION

Mission Statement: Serve Illinois improves communities by enhancing volunteerism and instilling an ethic of service throughout the State.

Vision: Illinois will become a leader in volunteerism in the nation assisted by the work of the Serve Illinois Commission.

Means to Achieving the Vision: Expand volunteerism throughout the entire State, connecting rural, suburban, and urban communities, and integrating people of all backgrounds, cultures, ages, and abilities. Embrace and promote the idea that everyone can recognize their ability and responsibility to strengthen our communities through voluntary service.

## III. STRATEGIC GOALS, CORRESPONDING TASKS, AND MEASUREMENT

The following five strategic goals represent guiding objectives for the Commission during the period 2013-16. Where appropriate, the Corresponding Tasks and Measurements below each goal provide further clarity on how the Commission will achieve its mission and vision over the next three years. The Strategic Planning Committee will consistently evaluate the Commission's efforts toward achieving these objectives.

1. The Commission will strengthen existing partnerships, while seeking valuable new ones, in order to close gaps of volunteerism across all communities.

- a. Build the capacity of communities by harnessing existing initiatives and partnerships. These include, but are not limited to: AmeriCorps\*State Programs, Volunteer Centers of Illinois (VCI), Generations Serving Generations, Illinois Campus Compact, Cities of Service...
  - b. Assess gaps and set regional priorities for volunteerism across the State.
2. The Commission will engage in active outreach to gather input, build awareness, and carry out initiatives to elevate volunteerism in Illinois.
  - a. Promote volunteerism and community service with elected officials, civic leaders, private sector executives, and non-profit professionals.
  - b. Create and widely distribute Public Serve Announcements (PSA) to build awareness of volunteer opportunities in the State.
3. The Commission will embrace diversity and inclusion, encouraging individuals of all abilities to join the volunteer sector.
  - a. Continue to build the Illinois Disability Inclusion Team (IDIT) to assist and promote successful service opportunities for people of all abilities.
  - b. Expand the use and application of inclusive principles in federally-funded programs, and utilize the IDIT as an advisory body to develop tools to reach this goal.
4. The Commission will explore and implement effective volunteer management systems to enhance community resilience.
  - a. Continue sponsorship and participation in volunteer conferences and cross-stream trainings throughout Illinois to maintain a close relationship with volunteer leaders.
  - b. Administer a volunteer matching portal, and integrate it with other state agencies for which the work of volunteers play an integral role.
5. The Commission will focus on its own sustainability, and on maximizing the value it adds to partners and sub-grantees.
  - a. Establish a non-profit arm, the Serve Illinois Foundation (SIF), to create added flexibility and potential for the Commission through additional resources.
  - b. Review, and where appropriate, recommend updates to the Commission statute on an annual basis.

#### IV. OPERATIONS AND EXECUTION

To best support the mission, vision, and goals of Serve Illinois during the period 2013-16, the Commission will align itself in the following committee structure. This structure will provide an effective means through which our initiatives can be staffed, and it will ensure a unity of purpose among the Commission and its various partners.

The Committees, and a brief explanation of their respective roles, are below.

1. Executive Committee: The Executive Committee shall be made up of the Commission Chair and Vice Chair, the past chair, and the chairs of the respective committees. The Executive Committee shall have general supervision of the affairs of the Commission



between its business meetings, make recommendations to the Commission, serve as a liaison to the committees and perform other duties as specified in the bylaws. It shall be empowered to establish ad hoc committees to carry out the work of the Commission, and shall report such appointments at the next regular meeting of the Commission. The Executive Committee shall be empowered to act on behalf of the Commission and shall take no action or render any decision that is in conflict with action taken by the Commission.

2. Strategic Planning Committee: The Strategic Planning Committee shall:

- A) Develop and maintain the Commission's Strategic Plan, and
- B) Work with staff of the Commission to devise a Request for Proposal (RFP) that ensures the vitality of the Commission's national service portfolio.

Every three years, the Committee will revise and present the Strategic Plan to the Commission for review and vote. The Committee is responsible for assessing the Commission's performance in relation to the goals set forth in the Strategic Plan, and will provide an update on progress at each meeting (or as often as appropriate).

Once proposals are submitted for an RFP, the Committee will assist in the review process. Annually, the Committee will review the Commission's RFP process to ensure that it is designed and conducted in a manner that allows a diverse group of programs the opportunity to apply for national service support.

3. Community Outreach and Public Relations Committee: The Community Outreach and Public Relations Committee shall educate communities about available Commission resources and encourage them to increase volunteerism. The Committee shall develop a statewide marketing strategy to educate both elected officials and the public about volunteerism and national service programs in Illinois. The Committee will work with staff to develop marketing materials, ensure the newsletter is published quarterly, and issue press releases as appropriate. The Committee is also responsible for assisting in the development of a plan to recruit national service participants and promoting National Days of Service.

4. Volunteer Recognition Committee: The Volunteer Recognition Committee shall support and host recognition events throughout the State, the purpose of which is to highlight the work of individual volunteers and organizations while also promoting an ethic of service. Events shall include, but are not limited to, the Governor's Volunteer Service Awards, National Service Recognition Day, and the Regional Volunteerism Conferences.

5. Resource Development Committee: The Resource Development Committee shall work to secure corporate and other non-public funding to support volunteerism, national service programs, and other activities which support the mission of the Commission. The Committee will serve as a liaison between the Commission and the Serve Illinois Foundation. The Committee shall seek in-kind resources, such as printing or professional services, to

support the work of other committees and staff. The Committee is also responsible for working with state agencies and legislators to obtain general revenue funding (GRF) for the Commission and its activities.

Strategic Goals 2 and 5

## **State Service Plan**

### Background

The three year State Service Plan is developed through an open and public process in which all Illinoisans are encouraged to contribute feedback. As part of this process, the Serve Illinois Commission hosts a series of listening sessions in the four regions of the state and invites all citizens to make public comment. Those who can not attend in person are invited to make public comments via a survey on [Serve.Illinois.gov](http://Serve.Illinois.gov) or attend one of the online live webinars.

### Action Steps

The Serve Illinois Commission will continue to reach out to diverse organizations to establish interest in operating AmeriCorps programs.

The Commission will partner with state agencies such as the Illinois Department of Veterans Affairs (IDVA), the Illinois Emergency Management Agency (IEMA), and the Illinois Department on Aging to ensure information about national service programs like AmeriCorps, as well as volunteer service as a strategy in the state, reach their network of organizations.

The Commission will conduct annual listening sessions in targeted locations throughout the state. These sessions serve to educate the public on all the national service resources available to Illinois residents (including AmeriCorps) as well as describe eligibility and the application process.

To continue attracting community and faith-based organizations to the Commission and national service opportunities, the Commission will rely on its Outreach Committee. This Committee is charged with directing and implementing the Commission's community engagement efforts.

## **Serve Illinois Commission on Volunteerism and Community Service**

### **State Service Plan: 2013-2016**

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*The 2013-2016 State Service Plan was developed through an open and public process in which all Illinoisans were encouraged to contribute feedback. The Serve Illinois Commission hosted a series of listening sessions in the fall of 2012 in the four regions of the state and invited all citizens to make public comment. Those who could not attend in person were invited to make public comment via a survey on [Serve.Illinois.gov](http://Serve.Illinois.gov).*

Describe your strategies or approaches for outreach to community and faith-based organizations and intermediaries that may be interested in operating an AmeriCorps program.

The Serve Illinois Commission will continue to reach out to diverse organizations to establish interest in operating AmeriCorps programs. For the 2012-2013 program year, the Commission will manage 29 AmeriCorps Programs in over 60 counties throughout Illinois.

The Commission will partner with state agencies such as the Illinois Department of Veterans Affairs (IDVA), the Illinois Emergency Management Agency (IEMA), and the Illinois Department on Aging to ensure information about national service programs like AmeriCorps, and well as volunteer service as a strategy in the state, reaches their network of organizations.

The Commission conducts annual listening sessions in targeted locations throughout the state. These sessions serve to educate the public on all the national service resources available to Illinois residents (including AmeriCorps) as well as describe eligibility and the application process. To continue attracting community and faith-based organizations to the Commission and national service opportunities, the Commission will rely on its Public Relations and Outreach Committee. This Committee is charged with directing and implementing the Commission's community engagement efforts.

What program focus areas are you working on with your partners and collaborators?

### **Mission Statement**

*Serve Illinois improves communities by enhancing volunteerism and instilling an ethic of service throughout the State.*

### **Vision Statement**

Illinois will become a leader in volunteerism in the nation, assisted by the work of the Serve Illinois Commission.

### **Means to Achieving the Vision**

Expand volunteerism throughout the entire State, connecting rural, suburban and urban communities, and integrating people of all backgrounds, cultures, ages and abilities. Embrace and promote the idea that everyone can recognize their ability and responsibility to strengthen our communities through voluntary service.

### **Highest Identified Priorities**

The following strategic goals represent the guiding objectives for the Commission in 2013-16:

The Commission will strengthen existing partnerships, while seeking valuable new ones, in order to close gaps of volunteerism across all communities.

The Commission will engage in active outreach to gather input, build awareness, and carry out initiatives to elevate volunteerism in Illinois.

The Commission will embrace diversity and inclusion, encouraging individuals of all abilities to join the volunteer sector.

The Commission will explore and implement effective volunteer management systems to enhance community resilience.

The Commission will focus on its own sustainability, and on maximizing the value it adds to partners and sub-grantees.

Please describe ongoing efforts or special initiatives that involve convening of and/or collaborating with the Corporation State Office, State Education Agencies, state networks of volunteer centers, Campus Compacts, National grantees and/or other service organizations within the state.

The Commission increases and facilitates opportunities for AmeriCorps, Senior Corps and Learn and Serve America programs to integrate the streams of service through webinar trainings and the five regional conferences. To remain all-encompassing in our outreach and collaboration, we coordinate extensively with our CNCS State Office, and maintain representation on our Commission from Senior Corps, multiple State Education Agencies, our Volunteer Centers of Illinois (VCI), Illinois Campus Compact, AFSCME, and several leaders from universities. The 2013 Commission initiatives are described in more detail below.

### **Regional Volunteer Conferences (Volunteer Management Network)**

The Illinois Volunteer Management Network cultivates an extensive resource network of voluntary agencies, institutions and associations, small and large, across Illinois. The purpose of the network is to help address the primary concerns of these agencies' hardworking volunteer managers and administrators, including recruitment and retention of volunteers, local organizational capacity-building efforts, and ongoing training and professional development opportunities for volunteer managers - in their own backyard and specific to their needs.

A key facet of the Volunteer Management Network is its grassroots nature. The Commission believes a regional model - a local network of public, private and nonprofit entities in 5 or more regions of the state - in partnership with the largest state agency, the Illinois Department of Human Services, will provide an element of innate sustainability and a pragmatic problem-solving approach. The Commission, while providing stability and an overall operating framework for the statewide network, will solicit local volunteerism leaders and agencies to help identify and address the primary needs of that region. The Commission will also utilize a series of regional network meetings as a regular feedback loop to the Commission and staff, emphasizing both national service and "traditional" volunteer management needs.

### **Volunteer Centers of Illinois (VCI)**

The Serve Illinois Commission will continue to work with the Volunteer Centers of Illinois (VCI) to enhance and enrich volunteer programs through the state. These partnerships will help to support volunteer manager groups, provide ongoing training through local conferences and promote volunteer opportunity databases.

In addition, representatives from VCIs serve on the Serve Illinois Commission, which further bolsters the relationship between the two organizations. The Commission will partner with the VCI in establishing new volunteer centers in areas of the state which have been unable to build a local center on their own, understanding that each community and region of the State is unique.

### **Illinois Disability Inclusion Team**

The Illinois Commission will continue to support the Illinois Disability Inclusion Team (IDIT) and its mission to ensure that people of all abilities can serve. The Commission is extending the spirit of this mission beyond its original scope of CNCS programs, working to ensure that inclusion is at the forefront of discussions and decisions about service in all its forms across the state. As such, the Commission has made embracing diversity and inclusion one of its five strategic goals for 2013-16.

### **Generations Serving Generations**

The National Governor's Association (NGA) Project on the Civic Engagement of Older Adults was launched in June 2008. Illinois was one of 14 states selected to participate in the project designed to improve the health and lives of older Americans and increase their involvement in service, learning, and work.

This project has emerged as Generations Serving Generations, a partnership between the Serve Illinois Commission and the Illinois Department on Aging. Built on strong intergenerational traditions in Illinois, the vision is to successfully implement the original goals of the project:

1. Build an infrastructure of involvement for those 50+ in work, learning and service
2. Communicate the importance of civic engagement to retirees, educators, employers, and the public; and
3. Develop policy and public support for civic engagement.

### **Illinois Campus Compact**

Illinois Campus Compact is a coalition of colleges and universities committed to increasing campus-wide participation in community and public service. The Executive Director of Illinois Campus Compact has been appointed as an ex-officio member of the Commission and this appointment will further strengthen the relationship. Campus Compact and the Commission will cooperatively develop a plan for selecting Campuses of Service throughout the state. This new venture of the Commission will also involve consultation with the Illinois Board of Higher Education. At the conclusion of the plan, the Commission will nominate up to three institutions

of higher education to be a Campus of Service, including a four year public institution, a four year private institution, and a two year institution of higher education.

### **Cities of Service**

The Commission is working aggressively to grow the number of Cities of Service in Illinois. Illinois is leading the nation with 22 cities whose mayors have signed the pledge, with more poised to join soon. The Commission will harness this network of Illinois Cities of Service to share best practices, trouble shoot, pool resources and generally help each other better promote service and volunteerism at the local level. Its first strategic planning session among Cities of Serve representatives will take place in March 2013, at which point the direction of the network will take greater shape.

What non-monetary support, such as training and technical assistance, might the Corporation (headquarters and/or your State Office) provide to ensure the success of your state service plan?

The Commission seeks the regular involvement of the Corporation's headquarters and state office leadership to create greater awareness of the Illinois Commission through public service announcements (PSAs) or advertisements. If promotional efforts can acknowledge the state Commission (media messages are tagged with the Serve.Illinois.gov website address), it would assist interested individuals to link back to efforts in their state. These public service announcements will encourage citizens to get involved in their communities and highlight the volunteer opportunity portal on [www.Serve.Illinois.gov](http://www.Serve.Illinois.gov). In addition, the Illinois Commission would also benefit from Corporation-sponsored training to new and existing Commissioners.

### **Sustainability of National Service Efforts**

The enabling legislation of the Serve Illinois Commission (PA91-798, 20 ILCS 710) charges the Commission to promote and support community service in public and private programs to meet the needs of Illinois citizens, to stimulate new volunteerism and community service initiatives and partnerships, and to serve as a resource and advocate within the Department of Human Services for community service agencies, volunteers, and programs which utilize State and private volunteers.

The scope of the Commission's bipartisan support is evidenced in the Commissioner's political, geographical and racial diversity. All of the Commissioners have sworn an oath to meet the needs of Illinois without regard to their political persuasion.

In addition, Governor Quinn fully supports the mission of the Commission and puts weight of the Governor's Office behind the Commission. The Governor's dedication to service has elevated the level of work which the Commission undertakes and dramatically alters the possibilities for what the Commission may encounter in the future.

The Commission continues to seek other support, including financial, in-kind, and other support of the private sector, foundations, and other entities and individuals.

The Commission continues to develop and strengthen relationships with community foundations and institutions of higher education to engage them in specific projects.

An extremely exciting initiative is the Resource Development Committee's work toward the creation of the Serve Illinois Foundation, a non-profit arm of the Commission. Through the partnership of the Resource Development Committee and the Serve Illinois Foundation Board, we will continue to generate funding streams to support the work of Serve Illinois.

## **Organizational Chart**

### Background

The Serve Illinois Commission while relatively small in size is somewhat complex in how it is structurally organized within State Government. Historically, the Commission has been operated out of both the Governor's Office and a cabinet level state agency. The Governor's Office provides leadership for the Commission and is the resident agency/office for the Executive and Deputy Director. By statute, the Governor's Office cannot administer grants and these responsibilities must fall to one of the Governor's cabinet level agencies. Staff from these cabinet level agencies are responsible for the administering the grants from CNCS and the grants going to the programs in Illinois.

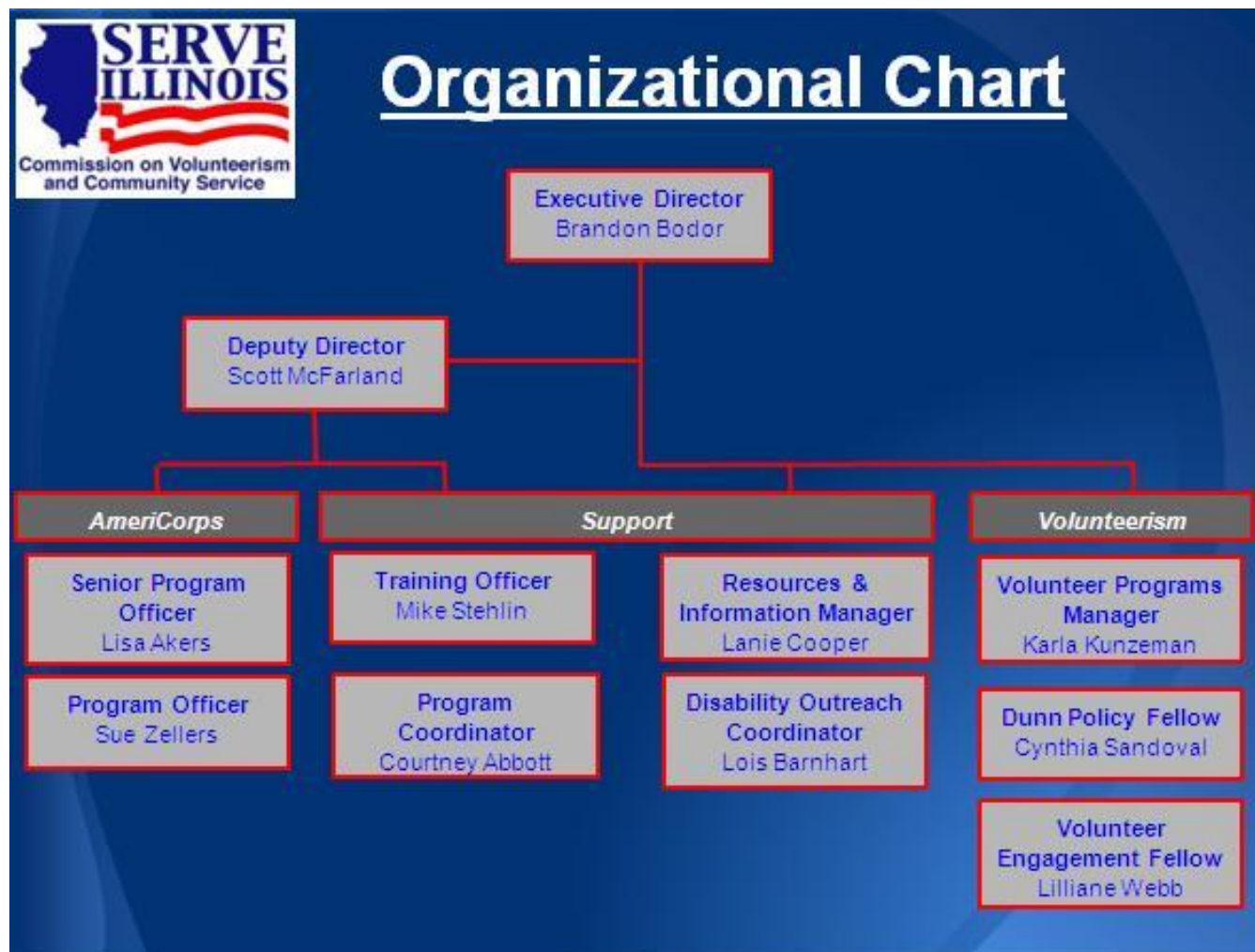
In years past, the Commission has been minimally but adequately staffed by state employees. Because of limited funding to support headcount and attrition of employees, the number of state employees has steadily dwindled. Often times those that leave are not replaced or replacing them requires a lag time that may take many months or even years. Those that remain must take on additional duties and responsibilities. This is happening not only with staff who directly work with the day to day operations of the Commission but also is felt in the areas of the agency that provide fiscal support to the Commission.

Commission Leadership has taken the initiative to creatively put human resources in place to support the ongoing work of the Commission while at the same time moving ahead and supporting new projects and ideas. This has been done with a mixture of contract employees and interns. Today this mixture makes up more than half of the Commission's workforce. While these sources for expanding the workforce have adequately filled gaps in operations they are not any long term solution to the staffing needs of the Commission. The current organizational charts reflect this mix of human resources.

### Action Steps

The current organizational charts are reviewed annually for accuracy as it pertains to the key functions of the Commission.

The organizational chart listing Commission personnel is updated as necessary when staff leave or come on the Commission.



## Commissioner Duties and Responsibilities

### Background

The duties and responsibilities of the Commissioners are intertwined with the staff of the Commission. While much of the actual work on the State Plan, Strategic Plan and RFPs fall to the staff and leadership of the Commission, the Commissioners provide valuable feedback throughout the process. The strengths and talents of the Commissioners are as vast as the volunteers who serve others in Illinois. It is a critical task of the leadership of the Commission to tap these strengths and talents to get the most out of the Commissioners during their terms. The



Commission's Committees go a long way in providing opportunities for Commissioner's talents strengths and interests to be tapped.

Additionally, all Commissioners are expected to bring resources to the Commission. These resources can come in the form of partnership opportunities, programmatic opportunities, financial resources, and any other type of resources that may benefit or enhance the services and/or activities of the Commission.

Specifics on the Duties and Responsibilities of the Commission can be found in the By-Laws in Article IV, Section C.

### Action Steps

Leadership of the Commission promotes and encourages an active Commission.

In addition to the Executive Committee of the Commission, there are four other committees (Strategic Planning, Community Outreach and Public Relations, Volunteer Recognition, and Resource Development) that Commissioners can have leadership roles and/or be productive members of.

Commissioners provide input and comments and are sounding blocks for all the business of the Commission.

Commissioners serve as ambassadors for the Commission by providing visibility at public events. Commissioners are made aware of and invited to key events such as Opening Day, any and all industry related conferences and activities surrounding national service days.

The By-Laws are utilized as necessary at all meetings of the Commission to reiterate and clarify the roles and responsibilities of the Commission and the Commissioners.

## **Commission Meetings**

### Background

There are at a minimum four regular meetings of the Commission per year. These meetings are held on a quarterly basis and generally coincide with other Commission activities such as Volunteer Recognition Day (Spring), RFP Process and Selection (June) and Opening Day (Fall.) There are at least four regular meetings of the Commission per year.

A quorum is required to conduct the business of the Commission. A quorum is established when one-half of the voting members are present.

Specific information on meetings can be found in the By-Laws Article V, Sections A thru F.

### Action Steps

At the last meeting of the year, the Commission staff set the meeting dates for the following year.

This information is then sent to all Commissioners and staff and put on the Commission calendar.

Two weeks prior to a meeting, an agenda and any read aheads will be sent out by email to all Commissioners.

To save on travel expenses, the meetings are held by video conference with locations in both Springfield and Chicago. Commission members and staff unable to attend either location can also audio conference in.

All meetings start with a Roll Call to determine if a quorum has been obtained.

Meetings are co-conducted by the Executive Director and the Chair of the Commission or their designees.

Roberts Rules of Order governs the business and actions of the Commission at these meetings.

## **Commissioner Orientation**

### Background

The Commission offers an orientation for any newly appointed Commissioner. This orientation covers the mission and history of the Commission, the Commission's strategic and state service plan, its relationship to CNCS, the activities of the Commission, Commissioner roles and responsibilities, committees of the Commission, Commission meeting dates and other relevant information.

### Action Steps

Because of its importance, orientation for new Commissioners is provided by either the Executive Director or the Deputy Director of the Commission.

New Commissioners are exposed to the Serve Illinois website and shown where critical information is available to them for a reference and to build their knowledge base. This includes the location of the Commission By-Laws, State Service Plan and Strategic Plan as well of a listing and contact information for the other Commissioners and Commission staff.

## **Confidentiality**

### Background

Serve Illinois Commissioners and Serve Illinois Staff are exposed to confidential information on a regular and continual basis. It is critical that Commission members and staff understand the

importance of the confidentiality of certain information and that they are trusted to have access to information of a confidential manner that will help them in the conduct of their work and business decisions.

### Action Steps

The leadership of the Commission will clearly state to both the Commission members and staff when information is confidential.

The leadership will lead by example and keep information confidential.

For the DHS staff of the Commission, the DHS Employee handbook Section 5 states, “An employee shall not disclose confidential information or records on recipients, vendors or employees that is in violation of DHS directives, state law or federal law.”

The importance of confidentiality is a topic of discussion at the Orientation of Commissioners.

Breach of Confidentiality for Contract employees can result in termination of the contract.

## **Records Retention and Destruction**

### Background

The Serve Illinois Commission follows policy set forth by the Department of Human Services (DHS) for the economical and efficient management, retention, transfer and disposal of its records; both electronic and those records not produced by electronic means. DHS’ program for Records Retention and Destruction is a proven method of effective control over records made, produced, executed or received by DHS in the transaction of public business or in pursuance of State and Federal law. The policy set in place by DHS is in compliance with provisions of the State Records Act, the Government Electronic Records Act, and with other applicable State and Federal laws. Staff are provided training, as needed, on the management, retention, transfer, electronic transfer, protection and disposal of records. Staff are encouraged to employ electronic means of managing records. All financial records, grants and contracts, all material related to the grant process, supporting documentation, statistical records, monitoring visits, notes, information and findings, official correspondence and policy statements and personnel records must be retained for three years after the close out of the grant period. (A more detailed listing of those documents can be found in the Program Director’s Manual in the Chapter 6 under Record Retention.)

### Action Steps

Within DHS the Commission works with the DHS Records Administration, Office of Business Services.

The Office of Business Services (OBS) serves as liaison to the Illinois State Archives Records Management staff and the State Records Commission to ensure that DHS has in place retention periods for the scheduling and retirement of records.

DHS provides training, as needed, for the economical and efficient management and disposal of records.

All employees are required to confirm with their supervisor, or his or her designee, that they have received and read Administrative Directive 01.01.01.170 (Records Retention Review and Confirmation Receipt.).

The Executive Director and the Deputy Director of the Commission and/or their designees shall be aware of and responsible for knowing the applicable retention schedule for records created and held for the Commission's business.

The Executive Director and the Deputy Director of the Commission and/or their designees shall be familiar with the records containing confidential/personal information and protected health information (PHI) created and maintained by the Commission.

They shall receive training on this topic and will coordinate the retention, scheduling, transfer, electronic transfer, and disposal of records with OBS, DHS Records Administration.

Confirmation of this training shall be retained by DHS' Bureau of Training and Development within the employee's training record.

The designated staff will make periodic reviews of office records in an effort to determine which records are eligible for transfer to DHS Records Administration for storage at the DHS records storage facility. Only records on an approved retention schedule are eligible for transfer.

For more detailed information on the DHS Policy and Procedures go to the following in the DHS Administrative Manual:

Administrative Directive 01.05.04.030 Records Management Retention Disposal and Protection Guidelines

Administrative Directive 01.03.01.060, Usage, Management and Disposition of E-mail

Administrative Directive 01.02.03.140, Protection of Confidential and Personal Information

## **Conflict of Interest**

### **Background**

By definition, a conflict of interest is considered an activity or interest, which may cause bias for or against a particular transaction by the Commissioners or the Commission Staff. The Commission and the State of Illinois and its agencies takes the full disclosure of conflict of interest very seriously and have taken the necessary measures to put structure in place to not only inform Commissioners, staff and employees of what may constitute a conflict of interest but also require the sign off/acceptance on the policy (s) in place annually.

The Commissioners are required to adhere to the Conflict of Interest Policy. A conflict of interest exists whenever there is a situation in which a Commissioner may have financial or familial interest through use of funds under the direct control of the Commission.

Situations in which conflicts exist, include, but are not limited to: proposals from one's own organization or family member; proposals from any organization with which one has had any

type of employment relationship, past or present; proposals which cause a conflict between personal, professional, business or employment interests and the interests of the commission.

### Action Steps

Commissioners are required to review and sign the Commission's Conflict of Interest Policy annually

A Commissioner should not vote or even participate in discussions on an issue wherein a conflict exists or may exist.

For Commissioners, in the event a potential conflict of interest arises, it is clearly spelled out in Article IV, Section F of the By-Laws.

#### Section F Conflicts of Interest

If a Commissioner has a conflict of interest with any proposal submitted or any program being reviewed e.g. he/she or spouse is employed by the organization; he/she or spouse serves as an officer, director, trustee, or volunteer for the organization or in any way profits materially from the activities of that organization, that Commissioner must declare the conflict; the minutes must so reflect; and the Commissioner must physically and verbally withdraw from any Commission deliberations or informal advocacy at any time that organization is being discussed by the Commission. All Commissioners shall annually sign and follow a conflict of interest policy.

In the case of state employees who are DHS staff, the DHS Conflict of Interest is made Available to all staff in the Employee Handbook, Section V Employee Personal Conduct, V-through V10.

DHS employees are required to submit a form from the Employee Handbook certifying that they have been issued a copy of the handbook and that they understand that compliance with these policies and regulations is a condition of employment.

DHS employees also have their DHS Ethics Officer as a resource. Any questions regarding potential conflicts of interest in a relationship or activity should be directed to them for determination.

All state employees are required to participate annually in an ethics training program. The various courses offered under this program are intended to educate public employees and appointees regarding issues of ethics and integrity and specifically about laws and policies that govern their conduct. Under the State Officials and Employees Ethics Act, these public employees and appointees are required to complete ethics training at least annually. Furthermore,

new employees, appointees, and officials are required to complete ethics training within 30 days of the commencement of their employment or appointment.

Each year the Secretary of State issues a Statement of Economic Interest to employees identified as serving in positions with duties which fall within the filing categories outlined in the Illinois Governmental Ethics Act. Any person who willfully files a false or incomplete statement shall be guilty of a Class A misdemeanor. Failure by an employee to file these forms, when required, may result in monetary fines and termination of employment.

## **Whistleblowers**

### Background

A whistleblower is someone who exposes wrongdoing, fraud, corruption and/or waste. In 1991, the Illinois Whistleblower Act was passed and the Office of the Executive Inspector General (OEIG) was established to handle and investigate complaints. The Office is charged with protecting every citizen, including state and local government employees when they blow the whistle on government corruption. Later the State Officials and Employee Ethics Act was added to strengthen the code of conduct for public officials and public employees.

A general overview of the Whistleblowers Act is as follows:

State employees are protected against retaliatory action when they:

- disclose or threaten to disclose to a supervisor or a public body an activity, policy, or practice of any state agency, office or employee that the state employee reasonably believes to be a violation of law, rule or regulation; or
- provide information to or testify before any public body conducting an investigation, hearing, or inquiry into a violation of law, rule, or regulation by any state agency, officer, or employee; or
- assist or participate in a proceeding to enforce the State Officials and Employees Ethics Act.

Retaliatory action means:

- Reprimand, discharge, suspension, demotion, denial of promotion or transfer, or change the terms or conditions of employment of any state employee that occurs in retaliation for an employee's involvement in the protected activities, above.

Remedies if retaliation occurs may include:

- reinstatement of employment;
- two times back pay;
- interest on back pay;
- reinstatement of fringe benefits and seniority rights; and
- payment of reasonable costs and attorneys' fees.

### Action Steps

Complaints regarding allegations of misconduct, fraud, waste, etc. related to entities under the jurisdiction of the Office of Executive Inspector General for the Agencies of the Illinois Governor may be submitted by anyone. Complaints may be submitted anonymously; however, a complaint must relate to the official conduct of:

- an employee of an executive branch state agency, board, or commission, or state public university under the jurisdiction of the OEIG; or
- a person or entity (such as a vendor) doing business an entity under the jurisdiction of the OEIG.

Anyone who files a complaint should have a reasonable belief that the allegation being reported is true. In addition, anyone filing a complaint must provide sufficient detail concerning the allegation in order for an investigation to be initiated.

Examples of allegations of violations by public employees that may be investigated by the OEIG include, but are not limited to: fraud, abuse of authority, corruption, theft of state property, improper use of state time, property, or other resources for prohibited political purposes, bid rigging, improper time reporting, and other forms of misuse of public property, equipment, or other assets.

Complaints may be filed orally or preferably in writing.

### **Codes of Conduct for Commissioners and Staff engaged in the award and administration of contracts**

#### Background

Information contained within the grant applications are not available to the general public. Because of this, Commissioners and Commission staff have a special professional and ethical responsibility in handling this information. This information should be used only during the evaluation/scoring process and discussed only with other Commissioners or Commission staff. Information from the grant review process should not be used to the benefit of any specific person or organization.

#### Action Steps

Commissioners and Commission staff should adhere to the policies put forth on Confidentiality and Conflict of Interest.

Commissioners and Commission staff should report any breach of this code of conduct to the Executive Director or the Commission Chair.

### **Internet Usage**

## Background

State of Illinois computers are limited to State of Illinois business. The State of Illinois will provide Internet access on state-owned equipment to employees with a legitimate business need for this access. The Office of Management Information Services (MIS) may monitor computer use and system accesses by any individual or organizational entity under the Governor. This includes the potential to monitor transaction executions, file accesses, communications such as e-mail, and accesses of external resources such as the Internet.

For DHS employees, specific information on Internet Usage can be found in two places. This information is available for viewing in the Employee Handbook, Section V Employee Person Conduct, V-12, and the DHS Administrative Manual, 01.03.01.010.

## Action Steps

The State of Illinois will provide Internet access on state-owned equipment to employees with a legitimate business need for this access.

Employees may be provided access to the Internet for State business purposes by completing the Internet Access Certificate of Understanding form (IL 444-4242) and by being approved through the appropriate chain of command and their area's executive staff member.

All users are subject to applicable State of Illinois and agency specific computer policies and procedures.

The MIS Computer Security Section monitors all Internet searches, sites visited, and downloads.

Transferring confidential data over the Internet is prohibited unless it is encoded by means of a state-approved encryption. Any damage caused by unauthorized use of the Internet may result in disciplinary action, up to and including discharge.

## **Social Media Policy**

### Background

The Serve Illinois Commission governs and operates social media sites that include; a Serve Illinois Blog, a Facebook page and a Twitter account. Comments on these sites while welcomed and encouraged by others are not necessarily endorsed by the Commission. To protect itself from inappropriate comments, opinions or statements by others on these sites, the Commission has put in place safeguards to not only discourage this type of action through a statement of user policy but also has the ability to preapprove, delete, edit or block posts that Commission staff may deem inappropriate. Any user who uses any aspect of the social media sites, agrees to comply with the rules for using the Commission's Social Media sites by just being on the site. More specifically the user agrees by entering any of the Commissions Social media sites to refrain from posting obscenities, threatening language, sexually explicit materials, discriminating or hate



speech based on protected classes such as race, sex, gender, religion, sexual preference, national origin, age or disability and promoting of personal services or products. Additionally, it is the policy of the Commission to not necessarily endorse, support, sanction, encourage, verify or agree with the comments, opinions or statements of others posted on these sites. Any information or materials placed on-line including advice and opinions are the views and responsibility of those making the comments and may not represent the views of the Commission, State of Illinois or programs under the Commission. The Commission has the right to review, edit, move, and delete material submitted and, if necessary, block a user without notice to the user.

### Action Steps

Commission staff serve as moderators for all Commission Social Media sites.

For the Commission's Blog, a password is required to be able to post. Commission staff are the only ones with passwords.

Anyone wishing to post on the Blog must submit their content to Commission staff for review and approval.

Anyone can comment on a post without approval from the Commission but those comments are monitored by Commission staff for appropriateness and any found to be inappropriate are either edited or removed.

On a daily basis, Commission staff monitor the Commission's Facebook page for inappropriate posts and remove them as necessary.

## **Performance Evaluations**

### Background

Performance evaluation is a regularly scheduled time to review an employee's performance. It is a time for both the employee and the supervisor to review the past year and plan ahead for the coming year. It is a participatory process involving both parties input. For State Employees, the annual review of performance is a requirement. In addition to this formal system for feedback, the Commission leadership provides informal feedback to employees throughout the year.

### Action Steps

State employees of the Commission are evaluated annually on their anniversary date using a standardized form (CMS 201 or CMS 201MC.)

State employees can also have quarterly progress reviews which are also a part of the standardized Performance Evaluation form.

Supervisors are notified by the Personnel Office as to when Performance Evaluations are due for specific staff.

Completed Performance Evaluations are kept in the employees file in the Personnel Office.

## **Employee Handbook**

### Background

The Commission utilizes the Illinois Department of Human Services Employee Manual as its Employee Manual. It covers all topic areas that apply and are relative to any employee who works for the state in an agency under the Governor. This manual includes Personnel Rules and Regulations, Time and Attendance, Compensation and Benefits, Employee Personal Conduct, Mandated Policies that require Employee compliance (EEO, Affirmative Action, ADA, Sexual Harassment, HIPPA, Drug Free Workplace, and Whistleblower.) The Employee Manual can be found on the DHS intranet site.

### Action Steps

Employees are issued a hard copy or given an electronic copy of the Employee Handbook.

Employees complete a certification form available in the handbook that states, they understand and will comply with the policies contained in the handbook.

It is the responsibility of each state employee to complete this certification and return the form to their immediate supervisor.

The supervisor must forward the completed form to the Personnel Office for inclusion in the employee's official personnel file.

## **Annual Work Plan**

### Background

The Commissions Annual Work Plan provides a month by month road map of all the objectives and work that needs to be started, maintained and finished throughout the year. The plan allows Commission leadership to allocate the human resources of the Commission to where the needs are at critical times in the stages of various projects and initiatives. Additionally the plan helps to prioritize the work of the Commission, provides a means to track progress and assures that critical operations and pieces are completed in a timely manner. The Commission's Work Plan manifests itself in the form of a Work Calendar. The twelve month work calendar includes deadlines for all reports, the RFP process, grant closeouts, monitoring visits, and essentially all the other work of the Commission. The Work Plan tracks timelines and the staff assigned to a particular item and is a critical tool in planning the work of the Commission. The work plan is a multi-faceted tool as it incorporates opportunities for cross training and mentoring of staff through the various projects and processes.

### Action Steps

Components of the Work Plan are tied to the goals and tasks of the Commission's Strategic Plan.

The calendar is maintained by one staff person designated by management.

Staff are responsible for sending items to be put on the calendar to that individual.

Commission leadership identifies projects and processes to put on the calendar. They identify and set time lines and assign staff responsibility.

Tracking of progress is done through the weekly staff call and the monthly face to face staff meetings.

## **Commission Positions and Job Descriptions**

### **Background**

The staffing and make up of the Commission employees comes from a mix of full time state employees, part time interns, and part time contractual staff. The state employees are either employees of the Governors Office or the cabinet level Department of Human Services. The staff from the Governor's Office are the Executive Director and the Deputy Director. They are both coded Rutan Exempt positions that serve at the will of the Governor. The Executive Director, as the appointed administrator of the commission, acts as the supervisor for all Commission staff and is authorized to direct the work of the staff in fulfilling the directives of the Commission and the duties delegated to the commission staff.

The positions in the Department of Human Services are coded and certified professional positions who are members of the state's bargaining unit. The interns come from a variety of sources and their terms of service vary as well. Interns that are part of The Graduate Student Internship Program (GPSI) are full time graduate students and part time commission staffers. The exception to this is during the summer semester when they are not in school and are then full time Commission staff. The GPSI program is a two year program. Other interns come either through established State Government Internship programs or internships set up through state universities. These internships last either a semester or at most a year. Contractual employees are part time. Their duties and responsibilities and length of service are spelled out in the individual contracts.

While the positions of the Commission vary, a commonality of all the positions is that they all have job descriptions attached to them in some way. The state positions are coded positions with each position having a unique number to help identify it. The job titles and descriptions follow classification standards maintained by the state Department of Central Management Services (CMS). All state positions have a unique form CMS 104 describing the responsibilities and duties of the position, salary range for the position and the position title of who supervises the position, if there is any travel required as well the qualifications needed to fill the position. The agreements/contracts that accompany the interns have job descriptions as part of these documents. Like the internship positions, the contractual employees have job descriptions and

duties as part of their contractual agreement. Both the interns and contractual workers job descriptions contain duties and responsibilities, who they report to, any travel requirements and length of the working agreement (contract). In all instances Commission staff either have the job description as part of their working agreement or have access to the job description through the Personnel Office of the agency. Additionally, Commission leadership clearly communicates job tasks and goals to employees.

### Action Steps

#### *State Employees*

State Employee job description at a minimum are reviewed annually at the time of the annual performance review by both the employee and supervisor. They are reviewed for accuracy to the duties actually being performed by the individual holding the position and the supervisor.

State employee job descriptions are routinely reviewed as part of the hiring process for any position. Hiring managers review duties and qualifications required for the position in advance of posting the position.

Any changes in duties and/ or qualifications required or desired for the position must be within the classification guideline for the title.

Requests for changes to the job descriptions must be made to the Personnel office of the agency/office where the position resides.

The personnel office will review and make necessary changes to the job descriptions and then forward on to the Department of Central Management Services (CMS).

CMS reviews the requests for changes to the job descriptions and then after making a determination notifies the personnel office of approval or disapproval of changes.

The revised CMS 104 then becomes the current job description and can be used for evaluation purposes or for the posting for hiring.

Copies of current CMS 104s for all state employee positions are available in the personnel office of the Agency/Office they are assigned to.

#### *Interns*

Contracts/Agreements are developed by the Educational Institution the Intern is attending.

These contract/agreements detail the work to be performed, the length of the contract, who will be supervising the intern, any travel requirements and if there is any administrative cost, salary or stipend provided.

All parties are provided a period of time to review the contract/agreement and negotiate changes.

To become effective, all parties must sign and date the contract/agreement.

Changes to the job description and/or duties can be made but all parties will have a period of time for review and must then sign off. Any and all changes must be included in the working agreement/contract in order to be effective.

#### *Contractual Employees*

Contracts/Agreements are developed by third parties for the Commission.

These contract/agreements detail the work to be performed, the length of the contract, who will be supervising the contractual employee, any travel requirements and the hours and rate of pay.

All parties are provided a period to review.

To become effective all parties must sign and date the contract/agreement.

### **Media Relations and Commission Correspondence**

#### Background

It is important for the communication of the Commission to come from a coordinated and well thought out effort. Official Commission correspondence needs to come from the leadership of the commission. Likewise, contacts with the media need to be coordinated so the message about our mission, policies, practices and programs are clear and consistent. The Commission will distribute information by fax, email or mail. Information that is time sensitive and needed immediately will be sent by email or fax. Commission staff will work to keep distribution lists current.

#### Action Steps

All mass correspondence to the programs must be approved by the Executive Director.

All mass correspondence to the Commissioners must be approved by the Executive Director or the Commission Chair.

All media contacts should be referred to either the Executive Director or the Deputy Director.

Staff should not talk to the media regarding the Commission's business unless delegated to do so by the Executive Director.

Commissioners should notify the Executive Director of any media contacts. If the media contacts a Commissioner about a specific programmatic issue, they should contact the Executive Director before speaking to the media.

Commission staff should refer all contacts from officials of elected offices to the Executive Director.

Commission staff will coordinate to assure that the distribution list for AmeriCorps Programs is current and that only one list exists.

## **Disaster Planning and Recovery Plan**

### Background

The State Of Illinois developed a Disaster Recovery Plan in July of 2012. It was developed by the Governor's Office in cooperation with all the state agencies and offices. As part of this plan, it is the responsibility of the individual state agencies to develop and maintain procedures to support their own recovery and operations. This recovery plan describes the priorities, processes and responsibilities related to recovery operations following a disaster. Like the State Plan, the Department of Human Services Plan requires the individual areas within the agency to develop and maintain procedures.

### Action Steps

In order to safeguard data and financial records, backup tapes are run nightly.

In the event of an emergency or disaster that would keep employees from going to work, a telephone tree is employed to notify employees.

That same telephone tree is employed to notify employees when to return to work.

The Commission leadership will keep other stakeholders informed of the recovery progress.

## **Risk Management**

### Background

The Commission realizes that there are inherit risks associated with volunteers and community service. We assume these risks every time we recruit volunteers and members, put these individuals into our organizations and out into the public. Risks can come in a variety of different forms. Sometimes this risk can be potentially damaging to an organization's reputation and credibility. In extreme cases, the financial liability that comes as a result of an incident can be devastating to an organization.

### Action Steps

AmeriCorps programs in Illinois follow the background check guidelines put forth by the Corporation for all members and appropriate program staff.

The Commission urges traditional volunteer agencies to use some type of screening protocol for staff and volunteers.

The Commission urges all volunteer agencies and volunteers to be safety minded in the discharge of their duties.

## **II. Financial Policies and Procedures**

### **Annual Authorization of Signers**

#### Background

In order for the business of the Commission to happen in a timely and efficient manner, it is necessary to delegate signature authority to those in positions who can not only be trusted to ensure that all rules and regulations are being followed but that documents and contracts requiring signatures are done in an expedient and timely manner.

#### Action Steps

The Executive Director of the Commission determines what documents and/or contracts they will delegate signature authority for.

The Executive Director will determine who will all have the delegated authority and with what documents and contracts.

The above two action steps will be reviewed annually.

Changes in signature delegation will happen at this annual review or as necessary.

The Executive Director (Grantor) will complete the Signature Authority Form giving authority to the Grantee to sign the document types listed by the Grantor on the form.

The Grantee will complete the Signature Authority Form by giving an example of their signature and initials that will be used to verify their authority.

Should this authority be revoked or rescinded, the same form is used to do so.

This form is maintained by the Fiscal and Personnel Offices.

### **Travel Expenses**

#### Background

The Commission follows the policies and guidelines set forth by the Governor's Travel Control Board in their Travel Guide for State Employees. This travel guide sets reimbursement costs and provides guidelines and direction on transportation modes and costs, lodging, per diem, out of state travel and other reimbursable and non reimbursable items connected with travel. It is the policy of the Commission to reimburse those Commission staff, Commissioners and those

doing business with the Commission for reasonable authorized expenses incurred by them in the performance of their duties.

The Commission uses these guidelines set forth by the State and utilizes the travel reimbursement vouchers (Form C-10) developed by the state for travel expenses of state employees, contractual staff, interns, Commissioners and anyone doing business with the Commission.

### Actions Steps

All requests for travel must be made in advance by the traveler to the Executive or Deputy Director.

The travel must be approved in advance of the date of the travel in writing.

Any changes to any approved travel must be made in writing and approved in writing.

Upon completion of travel, travelers must submit a Travel Voucher (C-10) with supporting documentation and receipts to the Deputy Director.

The Deputy Director reviews the voucher for accuracy, signs and forwards approved voucher for processing and payment.

## **Procurement and Purchasing**

### Background

To help maximize the value of taxpayer dollars that state agencies spend on goods and services that State of Illinois through the Department of Central Management Services (CMS) has developed and implemented a Procurement Code for all state agencies. To support the implementation of this code, each state agency has within it, a Procurement Office. For the Commission, that office is the DHS State Purchasing Office. This office works closely with the agency's Divisions, Bureaus and Offices assisting them through the procurement process. The DHS State Purchasing Office also works closely with the State Procurement Office at CMS, led by the State's Chief Procurement Officer (CPO.)

The procurement process starts with a Procurement Business Case (PBC.) PBCs are required for every purchase with an annual amount of \$10,000 or greater and all Information Technology and Telecommunications procurements with an annual value over \$5,000 or greater. For more specifics on the procurement code please see the State of Illinois Procurement Code.

The Contract/Grants utilized by the Commission to fund programs and to fund administrative costs of the Commission fall under the State Procurement code.

### Action Steps



The Commission's Deputy Director serves as the point of contact for all fiscal, contract and procurement communications and issues.

The Deputy Director maintains a working relationship with the DHS Fiscal and the DHS State Purchasing Office.

The Deputy Director attends any training or meetings that focus on changes in the Procurement or Purchasing processes.

The Deputy Director stays skilled at the requirements necessary for successful completion of all documentation needed in the procurement and purchasing process.

## **Pre Contract Process**

### Background

The Commission follows the guidelines set forth under the State Procurement Code to begin the process towards the successful contracting of programs providing service under the federal AmeriCorps program. Key players involved in this process are the DHS, Division of Family and Community Services Fiscal Office, DHS State Procurement Office, DHS Office of Grants Clearance and the Governor's Office of Management and Budget.

### Action Steps

The Commission prepares a Procurement Business Case (PBC) based off the Federal Notice of Funds Available (NOFA)

The PBC provides the vehicle to alert fiscal, procurement and the Governor's Office of the availability of federal funds and the purpose for the use of these funds.

The initial PBC is the process that serves as an umbrella document that states the estimated amount of money coming to the Commission and for what purpose. It does not include any specific program or vendor information.

Once approved by all parties (DHS offices of Fiscal, Grants Clearance, and State Procurement and the Governor's Office of Management and Budget), this grants the Commission the authority to develop the Request for Proposal (RFP.)

The Commission develops the RFP and circulates for comments and subsequent approval by DHS Fiscal, DHS Grants Clearance and the State Procurement Office.

Once approved, the RFP is posted to the Illinois Procurement Bulletin (IPB.) It is placed on the Serve Illinois Website, the DHS website, the press is notified and emails are sent to existing programs.

Additionally ,RFP Informational meetings are held throughout the state. Commission staff lead these informational and question and answer type meetings.

These meetings are mandatory for anyone who wants to apply for funding. A sign in sheet is used to verify attendance.

## **Grant Review Process**

### Background

The Commission is responsible for developing and administering an application process that includes the review and selection of AmeriCorps proposals. The Commission staff and designated DHS staff review new applications, and continuation requests, prepare recommendations for programs to either push forward to the competitive pool or to recommend for funding as a program under the formula funding. As part of this review, Commission staff thoroughly review budgets and budget narratives and review the proposal for compliance with AmeriCorps guidelines. Commission staff work with those submitting proposals on revisions of budget, proposed activities, and performance measures.

### Action Steps

Proposals are received at the Commission office and date stamped to document that they have arrived by the designated due date listed in the RFP.

Commission staff train designated DHS staff on how to review and ultimately score proposals.

Commission Staff and designated DHS staff read and review proposals to ensure the application guidelines are met and that all the necessary attachments and supporting documentation are included.

Complete proposals meeting the application guidelines will then be eligible for review.

Commission staff makes recommendations as to what proposals to push forward for consideration under the competitive pool.

As necessary, Commission staff work with those submitting proposals on revision of budgets, proposed activities, and performance measures to clarify and strengthen their proposals.

After Competitive funding has been decided for the proposals submitted by the Serve Illinois Commission, the Commission staff will then make recommendations for funding for the remaining proposals not selected for competitive funding, along with those selected for formula funding.

These recommendations along with funding levels for each selected program will be given to the Commission's Commissioners for their review and final approval.

Approval of programs and funding is taken as a motion by the Commission under the Robert's Rule of Order with a simple majority vote needed for approval.

Following the review process, all notes, scoring sheets, copies of the application and any other documentation related to the scoring of the individual programs must be turned in by all reviewers and filed and kept in a secure place by Commission staff.

## **Contract Process**

### Background

The Contract process is connected to the procurement process. Many of the key players in the procurement process are also involved with the front end of the contract process. Additionally, the contract process brings in the Office of Contract Administration of the Fiscal Division of DHS. The Community Service Agreement (CSA) tracking system is a valuable tool in the management and tracking of all contract agreement activities.

### Action Steps

Recommended proposals will have individual Procurement Business Cases (PBC) created by Commission staff with the details of the proposal. This includes dollar value of proposal, contact information, programmatic objectives, economic justification, history/background and award justification.

The PBC is routed for review and approval to the DHS Division of Family and Community Services Fiscal Office, the DHS Office of Grants Clearance and the State Procurement Office.

Once the PBC has been approved, the programs are notified of their award and the dollar amount.

Once the PBC is approved, the contracting process within DHS begins.

The Commission completes the Contract Agreement Approval Form (CAAF) and routes to DHS Fiscal.

DHS Fiscal Office reviews the CAAF and then puts contract agreement information into the procurement system to set up the availability of funds.

The DHS Office of Contract Administration reviews the contract agreement for compliance with the procurement code.

Once approved, the contract agreement is printed out and sent by the Commission to the program for signature.

This action starts a 30 day clock where action (signatures) must be completed or the contract will spoil and become void. If this happens, the process must start over from the CAAF.

The programs sign and date the Contract Agreement and return to DHS.

The Secretary of DHS must sign and date the Contract agreement after the programs.

Once both parties have signed and dated, the contract agreement is now complete.

Three copies of the contract will be made by DHS Fiscal. One copy will remain at DHS, one copy will be sent to the program and one copy will be sent to the State Procurement Office at CMS.

Once the contract agreement is complete, the program can now seek reimbursement of funds spent.

In the case of programs that are in a renewal year of their contract agreement, all above steps are followed with the exception of the signature process. Renewals receive an amendment letter to their contract.

Once PBCs for renewal programs are established they are good for three years.

Renewal programs start the process from the CAAF.

If funding changes increase for a contract agreement, the process must start over from the CAAF.

If funding in a contract agreement is reduced, signature approval for such is only needed by the DHS Division of Family and Community Services, Fiscal Office.

## **Payment Process**

### Background

The Commission is committed to the accurate and timely processing of payments to the programs and grantees. The Commission utilizes OnCorps Reports to interface with the programs during the payment process. The programs use this reporting system to submit requests for reimbursement to the Commission. The Commission uses this system to communicate approval and/or need for changes with the programs. Additionally, the Commission utilizes the DHS Consolidated Accounting Reporting System (CARS) integrated accounting and financial information system to process track and report any accounting activity of the Commission.

### Action Steps

On a monthly basis, programs submit their Periodic Expense Report (PER) or request for reimbursement through the OnCorps reporting system. This request or report of expenditures details the program's expenses for the month as well as the program's match for the month.

PERs are due no later than the 20<sup>th</sup> day of each month for the prior month's expenses.

Commission staff (Program Officers) review the request for accuracy against the program's approved budget and the grant narrative.

If the request is approved as submitted, the Commission Program Officer will submit to DHS Fiscal through the CARS system for payment. The submitting program will receive a notice of approval of their submission through the OnCorps reporting system.

If the request is not approved, the submitting program will receive notice through OnCorps. The Commission Program Officer will use the comments section to detail what is incorrect on the report and what needs to be fixed to grant approval for payment.

The programs will continue to resubmit the PER until approval is granted by the Commission's Program Officer.

## **Closeout**

### **Background**

The Commission is committed to the timely and accurate closing of all grant activity. This assures that no further charges or expenses can be claimed. The programs use the Federal Financial Report (FFR) to submit the final or closeout report. The FFR is the same report used to report activity and expenses semi-annually. The Final FFR is noted so by checking a box designating it as the final report. The FFR is available through OnCorps and, like the PER, is submitted to the Commission through OnCorps.

### **Action Steps**

The last FFR completed by the programs must be clearly marked as the Final FFR and submitted to the Commission no later than 45 days at the end of the grant cycle through the OnCorps reporting system.

The Commission's Program Officer reviews for accuracy against the program's budget and program narrative.

If approved, the program is notified of approval through OnCorps and the Program Officer closes out the grant in the Consolidated Accounting Reporting System (CARS.) The Commission has 45 days from receipt of the Final FFR to closeout the grant and report it to the Corporation.

If not approved, the submitting program will receive notice through OnCorps. The Commission Program Officer will use the comments section to detail what is incorrect on the report and what needs to be fixed to grant approval for final closeout.

## **Program Equipment and Supply Inventory Closeout**

### Background

For programs, the inventory, supplies and equipment listing is also a component of the grants closeout. Programs use the Equipment Inventory and the Inventory of Residual Supplies forms found in the attachments of the AmeriCorps Program Director Manual to report any equipment and supplies purchased with federal funds. This same form is also used to report if there were no purchases of equipment.

### Action Steps

A program completing the final year of its three year grant cycle must submit two inventory forms.

One form is for any equipment with a current fair market value of \$5,000 or more purchased with federal funds using Attachment #12 in the AmeriCorps Program Director Manual.

The second form is for any unused residual supplies inventory purchased with federal funds exceeding \$5,000 using Attachment #13 in the AmeriCorps Program Director Manual.

Reports should be completed using the appropriate form and sent to the Commission along with the Financial Close Out report.

If no equipment or supplies were purchased using federal funds, the same forms should be used to reflect such and submitted.

Commission staff review and analyze the forms against the programs budget.

Commission staff will advise program staff of any discrepancies and the corrective action that needs to take place.

## **Commission Administrative Budget Preparation**

### Background

On an annual basis, the leadership of the Commission develops the Commission's Administrative budget that will later be presented to the Corporation. The budget complies with all guidelines set forth for Administrative funds from the Corporation. This budget undergoes review and discussion by the full Commission and is also approved by the full Commission. This funding is used to support the operations of the Commission.

### Action Steps

The Executive Director and Deputy Director prepare the Administrative budget within the funding level given to them by the Corporation.

The Executive Director and Deputy Director work with DHS Fiscal to make sure the matching resource requirements for the administrative grant is met.

The budget is presented to the full Commission for their review and approval.

Once approved, should any changes need to be made to the budget, Corporation requirements for budget amendments should be followed.

## **Payroll and Documenting Time**

### Background

It is critical that payroll is tracked, prepared and distributed in a timely and efficient manner so that employees are paid accurately and timely and available benefit time is accurate and up to date. To accomplish this, the Commission utilizes the DHS timekeeping system and the forms created for this system by the state agency, Department of Central Management Services (CMS.) Under this system, employees are assigned a timekeeper who maintains all records of time worked (Sign In sheets) time off (Time Off requests) and work away from headquarters (Work Away Record.)

### Action Steps

All employees have an assigned timekeeper.

All employees have sign in and sign out sheets they must complete daily. This form (IL 444-4605) is signed and dated by the employee and sent to the timekeeper weekly.

If an employee has an unplanned absence from work, they are required to contact their immediate supervisor to let them know.

This contact may be in the form of a phone call, an email or a text message and should occur prior to the start of the employee's scheduled start time.

Planned and unplanned requests for time off should be signed by the employee and submitted using the Staff Request for Time Off Form (IL 444-4140) to the supervisor.

Supervisors then approve by signing the form and sending the form back to the employee.

The employee is responsible for submitting the approved form to their timekeeper..

Employees who work away from headquarters at any particular time are required to complete and sign a Work Away Record (IL 444-4260.) This form is forwarded on to the supervisor for their signature and then sent to timekeeping.

Employees are paid twice a month on designated days each month or twenty four times per year.

Paychecks are disbursed by automatic deposit on those dates.

More specifics on this, or other types of time away and leaves of absences can be found in the DHSs employee Handbook, Section III, Time and Attendance.

## **Inventory and Property Records**

### Background

The Commission works within the inventory and property control system set up by the State of Illinois' Department of Central Management Services (CMS) and the Property Control Unit of the Department of Human Services. Computer and telecommunications equipment and property belong to CMS and carry a CMS inventory tag. Through a cooperative agreement between CMS and DHS, the DHS Property Control Unit is responsible for annual inventory certification on all CMS inventory at DHS sites. DHS Property Control Unit is also responsible for reconciling any missing items and providing the necessary paperwork for the transfer of both DHS property and CMS property at DHS sites.

All equipment and property have affixed inventory tags. There are inventoried items and non-inventoried items. Inventoried items are any item with a value over \$100. All inventoried items have a tag unique to it that has an identification number and an identifying bar code. This information allows the property Control Unit to identify items by cost centers, buildings and locations within buildings. Any property bought with federal funds also has a Federal purple sticker affixed to it. Non-inventoried items, while they do not have a unique tag, do have generic non-inventory tags affixed to them and their inventory is also taken annually.

All reports are generated through the DHS Warehouse Control System.

### Action Steps

Individuals within DHS sites are designated as the Property Control Coordinator for inventory within the site.

Property Control Coordinators are trained by the DHS Property Control Unit on the procedures, inventory software and forms needed to reconcile and certify inventory, reporting missing inventory and handling transfers of property and equipment.

The Property Control Coordinators are sent a computer generated listing of all inventory belonging to both DHS and CMS at their site annually.

The Property Control Coordinator physically completes the inventory either by using a scanner to read the barcodes or by manually reconciling the list against the tag number on each item.

Any item not found is recorded as missing. Furniture missing for two years or more in a row is taken off the inventory. Computer Equipment missing for five years in a row or more is also removed from inventory lists.



Once the annual inventory is completed, the Property Control Coordinator sends the certification of the inventory to the DHS Property Control Unit.

The Property Control Coordinator completes the necessary paperwork for any transfer of equipment and property and sends to the DHS Property Control Unit for updating of the list for each site as needed throughout the year..

In the event of the purchase of any new equipment or property, the DHS Purchasing Office will notify the DHS Property Control who will generate a unique inventory tag for the item.

Once the item has been received, the Property Control Coordinator will acknowledge so through the Warehouse Control System and then the Property Control Unit will send the tag to the Property Control Coordinator for affixing it to the item.

## **Administrative Grant**

### Background

The Commission uses a third party vendor as a fiscal agent for the payment of expenses related to the operations of the Commission. Expenses that are excluded from this grant are the salaries and related expenses associated with staff that are state employees. This arrangement gives the Commission flexibility to act quickly and to make payments more expeditiously. The third party vendor only makes payments on invoices approved by and directed for payment by the Commission's Deputy Director.

### Action Steps

Annually, the Commission contracts with a third party vendor to serve as a fiscal agent for Commission funds.

The third party enters into an agreement with DHS to provide these services for the Commission.

The agreement/contract follows all procurement rules and approval processes.

Once the agreement has been established and signed by all parties, it is effective.

The Deputy Director receives all invoices sent to the Commission.

Invoices for payment from this grant must be approved by the Deputy Director of the Commission.

The Deputy Director reviews and approves payment of these invoices by attaching a Cover Sheet of Approval to the vendor. This authorizes the vendor to make payment.

At the end of the month, the third party vendor sends a spreadsheet of all expenses paid for the month to the Commission's Deputy Director to reconcile against the Commission's Admin Budget.

Once approved by the Deputy Director, the third party vendor then submits Summary Expenditure Documentation Form (EDF) to DHS Fiscal for reimbursement.

The EDF must be submitted using form IL 444-4280 and is due by the 15<sup>th</sup> of the following month.

### **III AmeriCorps State Programs Monitoring and Reporting Policy and Procedures**

#### **Monitoring**

##### Background

As good stewards of public funding, the Serve Illinois Commission is committed to ensuring the programs they fund are aware of and abide by their contractual agreement and requirements and are in compliance with the accompanying rules, regulations and provisions governing AmeriCorps funding. As part of this effort, the Commission employs a risk based monitoring strategy. Limited staffing at the Commission as well as a portfolio of unique and varied program models can make monitoring somewhat difficult and complex. To accomplish this task the Commission has developed and implemented levels and systems for monitoring programs. The Commission's monitoring strategy encompasses document reviews, compliance reviews and program and quality performance reviews. This approach helps to ensure high quality AmeriCorps programs are operating in Illinois. Another important part of the process is the feedback to programs from the monitoring and their subsequent remedy of any deficiencies with the set time frames.

More specific information and details on the Serve Illinois monitoring strategy can be found in Chapter 7, Program Monitoring of the AmeriCorps Program Director Program Manual.

#### **Desk-Based Monitoring**

##### Background

While an on-site monitoring visit can provide a valuable, direct view of a program's operations, it is a costly form of monitoring from staff time to the cost of travel. Desk-Based monitoring is more sparing of limited staff time and when properly administered can actually be used as good indicator of how a program is operating and where they are headed with its management of its grants and activities. Additionally desk-based monitoring has become easier with improved access to information electronically through OnCorps and My AmeriCorps Portal. Also, the Commission has developed an excel spreadsheet (Performance Measures Reporting Tool) that the programs utilize to report program activities. Only Modules A and D of the Program Review

Instrument are completed and reviewed during the Desk-Based monitoring .Desk-Based monitoring is administered annually to all programs.

### Action Steps

Commission staff send an email out to all programs letting them know that the Desk-Based monitoring will be taking place.

Selected programs are to complete the Program Review Instrument as instructed (Modules A & D) using the My AmeriCorps Portal and OnCorps by the assigned due date.

Selected programs are also to complete the Performance Measures Reporting Tool excel spreadsheet by the assigned due date.

Commission staff will randomly select member files to be reviewed from each program.

Programs will scan requested member file information and send electronically to Commission staff.

Commission staff take member file information and upload to a secure file.

Commission staff review both Program Review Instrument submitted by programs and the excel spreadsheet for compliance.

Commission staff complete their portion of the Program Review Instrument (Modules A & D.)

Commission staff send back findings of the monitoring review to programs by email and with Program Review Instrument attached.

If needed, programs have ten working days to correct information and/or send in any additional information.

Commission staff review revised and additional information for compliance.

If Commission staff determine submitted documents and numbers are inadequate, they notify programs to begin corrective action plan development.

Programs submit corrective action plan to Commission for approval.

Programs implement corrective action plan.

Once Desk–Based monitoring has been completed all documents and correspondence are saved electronically and also by hard copy and placed in the program’s monitoring file.

### **Site Monitoring**

#### Background

The Commission uses a standard site visit monitoring tool to adequately document its review and visit. Site visits by program staff have many purposes. It is a comprehensive review that includes all required member documentation in the individual member's files. Additionally, the visit looks for program documentation to assure there is compliance with all regulations, policies and provisions and to compare actual outputs and outcomes to the performance measures outlined in the program's grant. The site visit also entails a review of fiscal records. Site visits are an important part of the overall management of the program, but because of limited staff time, not all programs can receive an annual site visit. Because of these limited staff resources, site visits are normally focused on high risk and new programs. The Program Review Instrument is used to conduct this monitoring visit. All Modules A through E on the form are completed. Like the Desk-Based monitoring, much of the information is taken from OnCorps and My AmeriCorps portal. Additionally, the Performance Measures Reporting Tool is also used. Member files are not scanned and sent, but are randomly selected on site on the day of the visit.

### Action Steps

In accordance with the Commission's risk based monitoring strategy, high risk programs are identified and selected for site visits by Commission staff.

New programs (1<sup>st</sup> and 2<sup>nd</sup> year) are identified for site visits by Commission staff.

Emails are sent by Commission staff to selected programs to set mutually agreed upon date for site visit.

Once the date is agreed upon, Commission staff officially email notice of impending visit. Email also includes information from the Commission to the programs on what they can do to prepare for the visit (review the monitoring tool and be prepared to produce any requested documentation.)

Prior to the visit, Commission staff prepare Module A of the AmeriCorps Program Review Instrument and send to program.

Commission staff begin the on site visit by conducting an entrance interview with program staff in which they give details of what the process will be and who will all need to be involved.

Commission staff will give program staff the names of the random member files they want to physically review.

Commission staff will also give program staff the names of members they would like to interview and the name(s) of any host sites they might like to visit to observe and interview.

Commission staff will review member files for accuracy and to determine that all documents are present as described in the AmeriCorps Program Director Manual, Chapter 7 and in accordance with Module D of the AmeriCorps Program Review Instrument.

Commission staff will require program staff to produce documentation as proof of compliance to all polices and provisions under AmeriCorps as described in the AmeriCorps Program Director Manual, Chapter 7 and in accordance with Module C of the AmeriCorps Program Review Instrument.

Commission staff will review the results of the visit with program staff at an exit interview at the end of the visit.

Commission staff will follow up and provide written feedback relating to the monitoring visit to the program detailing any deficiencies that need corrected or documentation that needs to be produced.

Programs have ten working days to correct deficiencies and to produce missing documentation.

Commission staff will review the program's response and review any documentation for accuracy.

Commission staff will provide a response to the program. If additional information is needed or if a corrective action plan is appropriate, this directive will be given to the program.

The program again has ten working days to respond.

All communications, findings and documentation for each visit will be stored by Commission staff in both hard copy and electronically in the program's monitoring file.

## **Financial Monitoring**

### **Background**

As part of the site visit review and the Desk-Based monitoring, the Commission Program staff complete Module B to determine financial compliance by the programs. The review and the questions and issues that arise out of this review are handled by the Commission's Program staff with the assistance of staff from the program. This is normally the Fiscal staff from the programs. The review entails Commission staff to review expense reports and financial status reports and match requirements. To complete this review, the program staff work with the Programs FFRs submitted through OnCorps, their expenditure forms, the grant's original budget and as requested financial documentation from the programs.

### **Action Steps**

Commission staff annually review all programs for financial compliance.

The review either comes as part of a site visit or comes as part of desk-based type review.

For this review, Commission staff more often interface with the program's fiscal staff than the program staff but will interface with both as fiscal and programmatic issues are intertwined.

Programs produce their expenditure forms (FFRs) from OnCorps and the programs original budget as approved in the grant for review by the Commission staff.

Commission staff will review the forms and reports against the budget for accuracy and compliance and provide a rating for each item.

After the review, the Commission staff will provide its findings in writing to the program.

Programs have ten working days to respond and/or make corrections to the fiscal reports and documents or produce documentation.

All communications, findings and documentation for each financial review will be stored by Commission staff in both hard copy and electronically in the program's monitoring file..

## **Program Progress Reports**

### Background

The Commission requires programs to submit progress reports semi-annually. These reports are generally due April 30<sup>th</sup> and October 30<sup>th</sup>. Progress reports are completed and submitted using the APR /Progress Report. This reporting tool shows progress towards performance measures, member and volunteer hours, program challenges, and any program changes. The APR/Progress report is built on from information available through My AmeriCorps Portal, OnCorps and the Performance Measure Reporting tool. This includes member data on enrollment, exits and time logs. It includes APR mapping on performance measures, implementation plans, outputs and outcomes as well as an opportunity for programs to detail "Great Stories" of members and program successes. More detailed information on APR/Progress Reports is available in the AmeriCorps Program Directors Manual in Chapter 6.

### Action Steps

Commission staff closely monitor all programs for submission of their semi-annual reports on or before the due dates in OnCorps.

Commission staff closely monitor all programs for the timely submission of their Performance Measure Reporting tool in Excel.

The Commission's Program Officers compile the information on Performance Measures from the Performance Measure Reporting Tool, enrollments and exits form My AmeriCorps Portal and program demographics for OnCorps into a progress report card for the program.

Those report cards are kept by Commission staff on a common or shared drive.

Commission staff then compile this information into a report for a Fixed grants, another for Formula grants and another for the Competitive grants.

These three separate reports are submitted to the Corporation on or before the due dates by Commission staff.

## **IV Policies and Procedures for Activities in Support of Volunteer Programs**

### **Access Database**

#### Background

The Commission believes it is imperative to stay in communication with the various stakeholders connected to volunteer services in Illinois. In order to do this the Commission maintains a database of email and mail addresses of volunteers, AmeriCorps Alumni, AmeriCorps Programs, Community Organizations, Faith Based programs, Colleges and Universities, State Agency contacts, Legislators, Businesses, Commissioners past and present and interested citizens. This database was built using Microsoft Access because of its capability to do sorts for the various types of distribution. The database has nearly 11,000 different mail addresses and 2500 email addresses. The database is used to send out newsletters, conference flyers and materials and other type of email blasts as needed. The data base is also used to generate mailing labels for the newsletter distribution and other hard copy mailings. Addresses in the database are regularly maintained.

#### Action Steps

Commission Staff identify the type of mailing or email blast to be performed.

Commission staff perform sorts using the Access database for the specific customized database.

The database sort of addresses is then transferred to an group list or sent to make labels for mailing.

After the email or mail has been sent, when any email or mail item returns as undeliverable, that name will be removed from the database.

Names may be added to the database at any time or by request.

The Serve Illinois Website has a link where an individual or organization can request to be included in the distribution list for the various types of distribution.

### **Regional Conferences**

#### Background

The Commission is committed to playing a key role in the development of conferences and actively supporting educational offerings on volunteer management and issues. The Commission dedicates staff time to serve on conference planning committees and provides financial support to the annual regional volunteer conferences. From year to year, conference planning committee

members change, but the Commission representation is that one constant that does not change. Commission staff provide that consistent year to year transition for the conferences. There are four regional conferences for volunteer organizations held each year. They are the Northwest Illinois Volunteer Conference (NWIVC), the Illinois Conference on Volunteer Action (ICOVA), the Central Illinois Volunteer Conference (CIVC) and the Southern Illinois Volunteer Conference (SIVC.) By using the regional conference concept, travel costs are kept down for participants and local networking opportunities are enhanced. Commission staff also assist in the setting up and the reporting from the Illinois E pay for conference registrations.

### Action Steps

Commission staff participate in the initial conference calls for all four of the regional conferences.

In the event that there is no chair for the conference, Commission staff will seek and appoint a chairperson for that conference.

Commission staff participate in monthly calls for all the conferences utilizing the Commission's conference call line.

Commission staff receive sponsorship requests of \$1000 from the conference chairs of each of the Conferences.

Commission staff send invoices/requests to Commission Fiscal for approval and processing.

Once dates have been decided for conferences, Commission staff send out "Date Savers" for the events using a distribution list sorted from the Commission's Access database.

Commission staff prepare a draft of a "Request for Session Proposals" for review and approval of the conference committees.

The approved Request for Session Proposals are then sent out by Commission staff using a distribution list sorted from the Commission's Access database.

In most instances, Session Proposals are sent to the Conference Chair. These proposals are reviewed by the conference committee which includes the Commission staff.

Commission staff assist in the selection of the keynoters and the concurrent educational sessions for each of the conferences.

Commission staff assist in the development of the conference agenda and registration flyer for each of the conferences.



Once Conference and registration information have been set and approved for each conference, Commission staff send out the registration flyer using a distribution list generated from the Commission's Access database.

Commission staff also posts the conference registration flyers on the Serve Illinois Website.

Commission staff work with the Illinois State Treasurers Office to set up Epay system for each of the conferences.

Commission staff get up to the minute notifications from Epay when a registration is made and payment received.

Commission staff take this registration information and export it to an Excel spreadsheet developed and set up for each of the conferences.

Commission staff use these spreadsheets to manage and report registrations to the various conference committees and their chairs.

Commission staff attend and work each of the conferences lending their support in whatever capacity is needed, including registration table, session hosts, room set up and exhibits.

At the conclusion of the conferences, Commission staff are a part of the evaluation team of the conference reviewing and analyzing the participant's evaluations and making recommendations for the next years conference.

## **National Days of Service**

### Background

The Commission requires the AmeriCorps programs in Illinois to participate in somehow on two of the National Days of Service. These mandatory service days are Martin Luther King Jr. Day and the September 11 National Day of Service and Remembrance. The Commission requires that all AmeriCorps programs participate in some capacity either on or around these dates and that participation information be sent to the Commission using the commission's form for gathering and reporting this information.

### Action Steps

No later than one month prior to the National Days of Service, commission staff will send notice to the programs of their requirement to participate in the National Days of Service.

The programs will notify the Commission of the event(s) to be held, when they will be held and where.

The Commission staff will then send the National Days of Service Documentation form to the programs for them to complete after the event(s.)

The completed National Days of Service Documentation Form is sent to the Commission by the programs detailing the event.

The completed forms are then tabulated for the number of participants and number of sites for the Commission's report for that specific Day of Service.

The report is shared with the programs, the Commissioners and results are highlighted on the Serve Illinois Website and in the Newsletter.

## **National Service Opening Day**

### Background

The Commission requires the Illinois AmeriCorps programs to participate in the National Service Opening Day each year. Traditionally, this event has been held in Springfield in the fall of the year to coincide with the beginning of the service year. Participants have the opportunity to participate in educational sessions and on-site service projects prior to gathering for a parade that will culminate at the steps of the Capitol with all participants taking the Oath of Service. The Commission requires the programs have at least 80% of their members participate in this event. While the Commission staff have the sole responsibility for organizing and staffing the event, Commissioners are encouraged to take active volunteer roles on the day of the event. Additionally, the event is open to all National Service programs and traditional volunteer programs in Illinois. Because of the many facets of this event, a number of staff from the Commission are involved in the planning and the delivery of this event. Commission staff use a comprehensive Opening Day Planning Checklist to assign and track all activities.

### Action Steps

As much as a year out from the date of the event, Commission staff secure the site and date.

As much as six months out from the date of the event, Commission staff will convene a planning committee to begin delegating the various responsibilities associated with the event to commission staff. The Opening Day Planning Checklist is used by the Planning Committee to document this.

Staff identify and contact keynote speakers, concurrent educational speakers, service projects and other entities which require a commitment of time well in advance.

Staff will continue to meet on a monthly basis or on an as needed basis up until the time of the event. The Opening Day Planning Checklist is used as the agenda for these meetings and any activities on the list that have been completed are documented with date of completion.

Staff seek input from the programs on subject matter and speakers for the concurrent educational sessions by phone and by email.

Staff use feedback from the previous years concurrent educational sessions to identify subject matter and speakers.

As much as three months from the date of the event, staff contact identified speakers for the concurrent educational sessions to secure commitment.

As much as three months from the date of the event, staff contact Blood Banks, Food Banks and other Service projects to inquire about their potential interest to participate.

Those interested parties who wish to participate as a service project are asked to submit space needs for the day of the event.

This space need information is then aggregated to share with the site meeting staff.

A little more than two months out from the day of the event, the programs are asked to designate a primary contact person for the event.

Commission staff send these primary staff people a date saver and general information about the event, including information that the Commission will be needing from them within the next month.

One month from the event the programs are reminded that they need to send the headcount number of participants and any special needs any of them may have. Additional information about the event is also shared with them.

Programs send in registration information for their participants and the Commission staff create an Excel spreadsheet with the names and programs as well as any special needs a participant may have.

Commission staff contact Commissioners by email to provide them with list of volunteer opportunities for the day.

Staff also contact the local RSVP program for additional volunteers to help with specific activities.

Commission staff call the Springfield Fire Department and the Springfield Police Department to secure a fire truck to lead the parade and to have streets blocked as the parade moves through the downtown to the Capitol.

Commission staff work with the site staff to reserve the services of EMTs to handle any medical emergencies during the event.

Staff send all signage and banners to the printer.

Staff work to draft a Proclamation for the day and send to the Governor's Office for signature.

Staff work to see that print, radio and television media are alerted to the date and time of activities.

Staff have final meeting with site staff to go over room set ups and audio visual needs.

Staff send final information out to programs in email with the number of participants from each program registered to attend, final program and any instructions for the day.

Staff send out final program information, instructions, room and location assignments and contact information out to service projects, speakers, volunteers and staff.

On the day of the event, staff work to provide a basic orientation to volunteers, oversee their assigned areas and assist other staff with their areas of responsibility as needed.

After the event, staff meet to debrief and analyze and begin making plans for the next year.

## **Governor's Volunteer Service Awards**

### **Background**

One of the main purposes of the Commission is to promote volunteerism. As part of this effort to enhance the visibility of volunteer efforts in the State of Illinois, the Commission through its Volunteer Recognition Committee holds an award ceremony every year to highlight the achievements of volunteers in communities across the state. This event is held in Springfield every year in April on the same day as the Commission's Spring meeting. Up to 30 awards are given out each year to individuals and organizations. To make sure that there is representation on these awards from all parts of the state, the state is broken into five regions. Nominations for the awards cover six categories (Youth, AmeriCorps, Senior Corps, Adult, Business and Senior from these regions..) Those nominating an individual or a business complete the nomination form and submit it to the Commission.

### **Action Steps**

Led by its Chair, the Volunteer Recognition Committee of the Commission meets four times a year to plan and prepare for the Governor's Volunteer Service Awards.

In December, the Committee meets to finalize and approve the nomination form and the score sheet that will be used for the following year's awards. Any new categories of awards are also approved at this time.

The location and the actual date for the Awards Ceremony is secured around this same time by Commission staff.

Later in the month, Commission staff post the nomination form on the Serve Illinois Website and notice is sent out from a distribution list generated from the Access database.

Commission staff also send out a press release at this time.

Nominations are generally due mid to late January. As the nominations come in to the Commission office, they are date stamped by Commission staff.

All nominations receive a preliminary review by Commission staff and are then sorted by region and by category.

Commissioners who will be reviewing and scoring the nominations are trained via a conference call. Staff use a “how to” worksheet to guide the training and to use as a reference for reviewers later on.

Staff take the nominations, batch and send them to the Commissioners for review and scoring.

Commissioners have three weeks to review and score and then return the score sheets electronically to Commission staff.

Based on the scores, staff identify winners and by April 1, notify them and their nominators of their selection.

Award winners are also directed by staff to send a photo, a bio and the number of guests they will be bringing to the ceremony.

After April 1, staff send letters to non winners. These letters are accompanied by the Commission’s Certificate of Appreciation filled out with their names.

Staff compile the bio information from all award winners into the script for the ceremony.

Commissioners and staff are actively involved in all aspects of the Awards Ceremony on the day of the event. This includes serving as hosts and greeters, audiovisual, registration, room set up and speaking.

## **Certificates of Appreciation**

### Background

The Commission strongly believes that volunteers should be recognized for their contributions to the organizations and the people they serve. Recognition not only satisfies a basic human need but also serves to motivate the volunteer to continue with their involvement. Quite simply, formally recognizing volunteers lets them know that others acknowledge and appreciate what they do. To help with this formal recognition, the Commission has developed and made available a fillable Certificate of Appreciation for volunteer groups to use. The document comes on parchment paper and is prefilled with the names and signatures of the Governor, the Secretary of DHS and the Chair of the Commission. The Serve Illinois website is used to

promote the use of the certificates and provides a link for ordering them from Commission staff. Every year over 500 certificates are mailed out to requesting organizations.

#### Action Steps

Commission staff keep an ample supply of Certificates of Appreciation on hand to meet the ongoing demand.

Commission staff respond to all requests for certificates in a timely fashion.

Commission staff send out the requested number of certificates to the requesting volunteer group by mail.

Commission staff enter the organization the certificates were sent to, the date and the number of certificates into an Excel spreadsheet for record keeping and reporting.

### **Serve Illinois Newsletter**

#### Background

The Serve Illinois Commission produces and distributes a newsletter for the volunteer network in Illinois. The newsletter provides the Commission an opportunity to create a sense of community among the volunteer network in Illinois. The newsletter contains news that showcases the impact and success of volunteering and also recognizes those that contribute to this success. It is also a way to promote upcoming events and provide a recap of those that have happened. The newsletter is produced three times per year (Spring, Summer and Fall) in conjunction with a third party who does the production work. Commission staff are responsible for the writing of the articles and pictures that are used in the publication. From the start of the process of doing the newsletter until it is mailed out can take up to three month to complete. The newsletter has a circulation number of over 7,000 and is sent out in both a hard copy and an electronic version.

#### Action Steps

As far out as three months from the mailing of the newsletter, Commission staff solicit articles from the programs and organizations.

At this time, Commission staff also identify articles on Commission events and activities and begin writing articles.

Commission staff send a reminder to the Commission Executive Director and the Commission Chairs to request their reoccurring pieces for the newsletter.

Once all articles have been identified and assigned to writers, Commission staff have two weeks to coordinate the writing and development of the articles and any accompanying photos into copy for the third party vendor to begin production work.

The third party vendor has two weeks to take the copy and photos and put it into the first draft of the publication and return to the Commission for review.

The Commission staff have one week to review and make any changes before sending it back to the third party vendor.

The third party vendor has one week to make the changes and then send the final draft to the Commission.

Commission staff have one week to review and approve the final draft.

Once approved, the third party vendor then sends the final finished copy to the printer.

In no less than two weeks, the newsletter is printed and ready for mailing.

The newsletter is mailed out using a distribution list generated through the Commission's Access database.

Commission staff also post the newsletter on the Serve Illinois website as a pdf document.

## **Press Releases**

### Background

The Commission uses Press Releases as a way to direct written communication to members of the news media announcing news the Commission feels are newsworthy. The Commission uses Press Releases to provide publicity for events, accomplishments, announcements and awards. The Commission works closely with the Governor's Office for coordination and final approval on all Press Releases.

### Action Steps

Commission staff write and edit all press releases.

All Press Releases are then forwarded by the Commission's Deputy Director to the Governor's Press Office.

The Governor's Press Office notifies the Commission of their approval of the Press Release.

The Governor's Press Office releases the Press Release to the media.

## **V. Training Policy and Procedures**

### Background

The Commission is committed to assuring that Commissioners and Commission staff have opportunities to increase their knowledge base, learn new skills and become trained on procedures and processes needed to successfully complete and accomplish their delegated tasks. Equally important is the Commission's commitment to training the AmeriCorps programs Directors and staff on topics that will help them operate within the guidelines set forth by CNCS. The Commission also assists in providing training opportunities for AmeriCorps members.

The Commission is committed to providing training in the most convenient and economical way possible. Reductions in training dollars, travel dollars and staff make it even more imperative that training being delivered by or through the Commission incorporate a variety of training methods and that training is relevant and timely. Training needs are identified through Training Needs Assessment surveys and emerging topics and issues identified by Commission leadership. To meet these needs, the Commission again employs a variety of means to either deliver, coordinate or partner with others to provide these training opportunities.

### Action Steps

#### **Commissioners**

New Commissioners are provided orientation training by either the Executive Director or the Deputy Director of the Commission.

Commissioners who serve as judges for the annual volunteer service awards are provided training by Commission staff so they have a proper understanding of the process and the scoring of the nominations.

#### **Commission Staff and Interns**

The time of the Annual Evaluation of the interns and the staff is used to identify training needs.

Training needs are also identified by supervisors at the time new staff or interns come on board and throughout the year.

Skill specific training such as software training is provided either by the DHS training office or through the cooperation of other state agency training offices through the Statewide Training Clearinghouse.

Program specific training for staff is provided through training opportunities provided by CNCS or through their funding of the regional Cluster Conferences.

#### **AmeriCorps Program Directors and Staff**

A Training Needs Assessment survey is administered every two years.



The results of the survey help staff plan topics for the Monthly Program Directors call and the Fall Program Directors training.

Monthly Program Directors calls are held on the second Tuesday of every month. The calls last approximately one hour. It is mandatory for all programs to participate.

These monthly calls can be in the form of a webinar. Webinars are recorded and the recording and any supporting documents are put on the Commission's website as a reusable resource.

The Fall Program Director's training is also a mandatory participation. This face to face training coincides with the beginning of a new program year. The agenda for this training is a shared agenda that focuses on messages from the Commission and topics the programs would like to see discussed.

The AmeriCorps side of the Commission also partners with the Senior Corps and Vista programs to develop and deliver training on topics that cross over into their stream of service.

The Commission also serves as clearinghouse for getting information out about training provided by CNCS or through the regional cluster training conferences.

The Commission actively tries to be a part of any planning committee for trainings and conferences. The Commission uses this opportunity to push for training offerings at these conferences that align with those identified through the Training Needs Assessment survey.

### **AmeriCorps Members**

The Commission provides training for members at National Service Recognition Day in the form of educational break out sessions.

Commission staff also deliver Team Building/Communication skills training on-site to the programs as part of their training of members.

## **VI. Inclusion Policy and Procedures**

### **Disability Inclusion**

#### Background

The Commission is committed to promoting and providing service opportunities to person with disabilities and assisting programs with meeting the needs of members with disabilities. To meet this commitment, the Commission contracts with a vendor who has proven experience in working with non-profits and disability issues.

#### Action Steps

Commission contracts with a third party vendor to provide staffing for a part time Commission Disability Outreach Coordinator.

The staff person is an integral part of the Commission staff. They are present at all staff meetings and on all staff meeting calls.

The Disability Outreach Coordinator attends all Commission meetings and Commission events.

The Disability Outreach Coordinator provides assessment of disability needs accommodations and assists in the funding of needed accommodations.

The Coordinator provides education and training at conferences and performs outreach functions on disability issues.

The Coordinator maintains a database on all members with disabilities and any commission provided accommodations.

## **VII. Partnerships, Agreements and Projects**

### **Illinois Department of Veterans Affairs**

#### Background

The Commission works with the Illinois Department of Veterans Affairs (IDVA) on a project called Illinois Joining Forces (IJF.) IJF is led and its administrative team staffed by the Department of Veterans Affairs and is supplemented by two AmeriCorps members. IJF is a statewide, public-private network of veteran and military-serving organizations with one common purpose to make it easier and simpler for veterans and their families to receive help and connect with services. IJF members collaborate on- line and in person to make this happen. The IJF has an Executive Committee which the Commission is part of. The IJF has nine member working groups. These groups focus their efforts on a specific area of veteran needs or a targeted veteran group. IJF holds an annual summit to further their plans. IJF promotes itself through a newsletter and its website.

#### Actions Steps

The Executive Director of the Commission or their designee serves on IJF's Executive Committee.

The Executive Director of the Commission or their designee attend monthly meetings of IJF.

The Executive Director of the Commission or their designee attend the annual Summit of IJF.

The Executive Director of the Commission or their designee serves as the Chair of the Employment and Job Training Working Group.

Commission staff provide support to the IJF website to assure the link to “Volunteer Opportunities” is operable.

## **Illinois Emergency Management Agency**

### Background

The Commission has entered into a Memorandum of Understanding with the Illinois Emergency Management Agency (IEMA) to work together to coordinate local, statewide and even out of state resources to provide relief efforts to those affected by disasters. The Commission will use its statewide network of volunteer organizations to help provide needed services and support while at the same time helping to manage the thousands of spontaneous volunteers that show up to these disasters to lend a hand. IEMA has the expertise and experience to coordinate local and statewide resources through the Illinois VOAD (Volunteers Organizations Active in Disaster.) IEMA is also instrumental in taking the lead to set up Multi-Agency Resource Centers (MARC) for victims of disaster to seek needed resources in a one stop shop. The Commission also brings to this agreement the ability to bring AmeriCorps Members from Missouri who specialize in disaster emergency response. The Commission plans to replicate this type of Corps in Illinois.

### Action Steps

Commission staff meet monthly with staff from IEMA and other state agencies and offices to plan coordination efforts in the event of a disaster.

In the event a disaster does occur, Commission staff work to coordinate the efforts of AmeriCorps and Volunteer groups to meet the relief needs identified by the IEMA team.

During the disaster, Commission staff will meet with IEMA and others daily or as often as necessary.

If requested, Commission will seek the assistance of the St Louis AmeriCorps ERT ( Emergency Response Team.)

The Commission will begin the planning process to have an Illinois AmeriCorps Disaster Response Team by the end of 2015.

## **Generations Serving Generations**

### Background

The Generations Serving Generations project is a partnership between the Serve Illinois Commission and the Illinois Department on Aging. This partnership came out of a project sponsored by the National Governor’s Association for the Civic Engagement of Older Adults. Illinois was one of fourteen states selected to participate in this initial project in 2008. Illinois was in a great position to move this project forward and sustain it with an already established and

quite active intergenerational network. Today, the seventeen member Generations Serving Generations Board and Leadership team continues to aggressively move its agenda and vision forward to build an infrastructure of involvement for those 50+ in work, learning and service, develop policy at a high level for civic engagement and communicate to the public the importance of civic engagement. To date, the Generations Serving Generations has held annual summits on intergenerational issues, conducted and analyzed a survey on service/volunteering and older adults and; in addition, publishes the Continuance magazine semi-annually.

### Action Steps

The Board is staffed by the Commission's Executive Director and two Commissioners.

One of the Commissioners is the editor of the newsletter and serves as a catalyst and coordinator of the Board's activities.

The Commissioner works closely with the Executive Director of the Commission and the Director of the Department on Aging on items of the Board which would have a fiscal or programmatic impact on the Commission and/or Department and to keep them informed of all Board activities and events.

## **Volunteer Centers of Illinois**

### Background

The Serve Illinois Commission is committed to the concept of and will continue to work with the Volunteer Centers of Illinois (VCI) to enhance and enrich volunteer programs throughout the state. The partnerships brokered by the various Volunteer Centers across the state will help to connect volunteers with those needing volunteers. Both the Commission's access database and the Commission's website will be valuable tools in the coordination of volunteer management for these new centers. These centers also have been described as volunteer connectors. Volunteer connectors are any organization who work with another organization to provide volunteers.

### Action Steps

A representative from established VCI serves on the Serve Illinois Commission.

This commissioner runs the monthly meetings of the VCIs.

The Commission's conference line is used for the monthly meetings.

Commission staff work closely with the Commissioner to support the monthly meetings.

Commission staff provide continuity for this project as they are the one constant member.

Commission staff use their knowledge and expertise to provide problem solving and knowledge of existing resources to support this project.

## **Cities of Service**

### Background

The concept of “Impact Volunteering” where volunteer strategies that target community needs use best practices and set clear outcomes and measures to gauge progress is a concept that the Serve Illinois Commission can embrace. Through the end of 2013, the Serve Illinois Commission has worked aggressively with communities across the state to have mayors sign the pledge to become a City of Service. To date 33 cities have done so with more poised to join soon. The Commission will continue to serve as a catalyst and resource for Illinois Cities of Service as they share best practices, collectively problem solve, pool resources and generally help each other in a spirit of cooperation as they engage citizens in service strategies to address local needs.

### Action Steps

The Commission maintains an Excel database on all cities and towns in Illinois.

The database contains email addresses of all mayors as well as the population and county locations of all cities and towns.

The Commission staff use this database to track any contacts or correspondence with a city or town.

This database is also used by staff during outreach efforts to increase the number of cities and towns designated as Cities of Service.

Commission staff respond to any request for information or as a speaker to promote Cities of Service.

Commission staff provide information on potential grants, news on Cities of Service to established Cities of Service and those interested in becoming Cities of Service via email as necessary.